Payment Solutions for Service Providers

Nexion Stand Alone User Manual

Version 3.6.1

14 July 2011

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Chapter 1

Introduction

Welcome to the Nexion Cash Flow Management Solution.

Nexion is a specialist South African technology company that develops cash flow management software for small companies such as medical practices. By automating and eliminating the complex manual receipting and reporting processes, Nexion delivers payment solutions and complete cash flow management systems. For the price of a credit card facility, medical practices and practitioners are able to automatically process all payment types, proactively recover debt and generate reports from one interface, in real-time for the first time ever. Nexion solution has proven so popular that selected educational institutions and property companies are also reaping the proprietary software's benefits.

Nexion is a highly affordable and easy-to-use cash flow management system developed specifically for medical practices to eliminate the complex manual receipting and reporting processes.

CASH FLOW MANAGEMENT

Nexion integrates with most existing practice management systems or works as a standalone payment and receipting system to proactively receive payments, recover debt and secure cash flow control by providing reports to balance to both Practice management systems and Bank accounts.

CASH FLOW PROCESSING

For the price of a credit card facility alone, Nexion automatically captures and processes all payment types including credit cards, stop orders, cash, cheques, EFT and medical aid bulk receipts from one interface, replacing manual processes and eliminating the potential for errors and fraud.

CASH FLOW VISIBILITY

Nexion provides a real-time overview of a practice's or practitioner's cash flow from anywhere the software is loaded. Nexion seamlessly generates the necessary reports to reconcile and balance the practice management system and bank accounts with the click of a button.

CASH FLOW FLEXIBILITY

Nexion manages the cash flow of complex practices with multiple profit centres, multiple individual practitioners and/or multiple bank accounts for ultimate cash flow control and flexibility.

Nexion is a customer-centric company that is dedicated to delivering affordable yet effective cash flow management solutions to its customers. The Nexion Solution empowers customers such as small businesses to proactively manage their cash flow by enabling them to accept all payment types while minimising administration and where possible, integrating into their existing systems. Nexion works with similar trustworthy, best-of-breed partners to deliver on its promises and to exceed customer expectation.

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Chapter 2

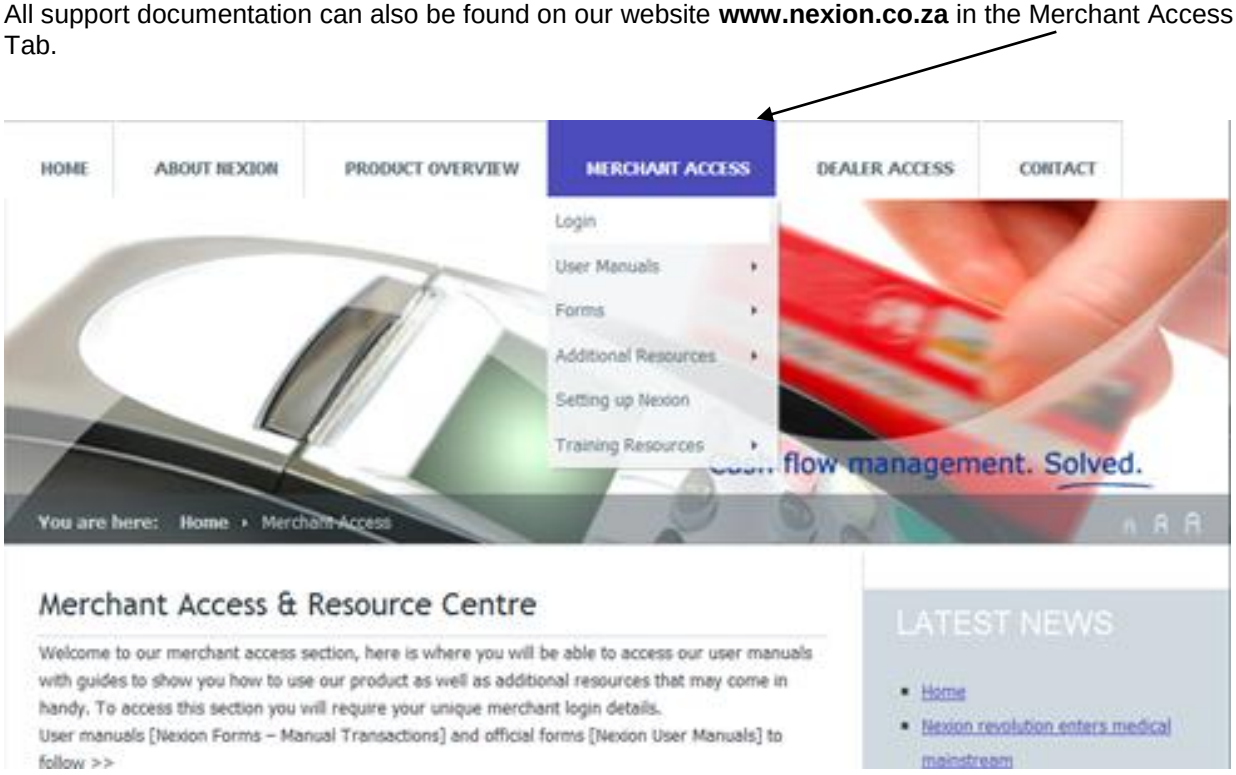
Getting Started

Congratulations on installing Nexion. There will be a program icon located on your Windows Desktop click on this icon to start the Nexion application.

In the activation pack you received from Nexion you will find the following items, please familiarize yourself with them at this time as we will refer to them in your training. At any time you can call our call centre on 0861 NEXION for customer support or to schedule additional training.

- Window Decals – please affix in a visible position to indicate to clients that you now accept credit and debit cards.
- Nexion User manual
- Nexion Quicklinks guide
- Starter pack containing:
  - Manual Credit Card Forms – in case of power outages
  - Stop Order Transaction Forms (ACB) – for your stop order facility
  - Manual Credit Refund Forms – in case of a refund
  - Merchant Maintenance Forms – to amend any details pertaining to the practice
    I.e. Change of address, telephone, user or bank details

All support documentation can also be found on our website **www.nexion.co.za** in the Merchant Access Tab.


HOME
ABOUT NEXION
PRODUCT OVERVIEW
MERCHANT ACCESS
DEALER ACCESS
CONTACT
Login
User Manuals
Forms
Additional Resources
Setting up Nexion
Training Resources
flow management. Solved.
You are here: Home › Merchant Access
Merchant Access & Resource Centre
Welcome to our merchant access section, here is where you will be able to access our user manuals with guides to show you how to use our product as well as additional resources that may come in handy. To access this section you will require your unique merchant login details.
User manuals [Nexion Forms – Manual Transactions] and official forms [Nexion User Manuals] to follow >>
LATEST NEWS
Home
Nexion revolution enters medical mainstream

User Manuals, under the Merchant Access Tab
In the “User Manuals” section, find an online user manual separated into easy to use sections.

Forms, under the Merchant Access Tab
In the “Forms” section, find downloadable forms in PDF i.e., Manual Credit Card, Stop Order Transaction, Manual Credit Refund Forms and Merchant Maintenance Forms.
Additional Resources, under the Merchant Access Tab
In the “Additional Resources” section, find user manuals on integrated transactions:
GoodX
Medemass – Elixir

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Health Focus – Eminance
Vericlaim

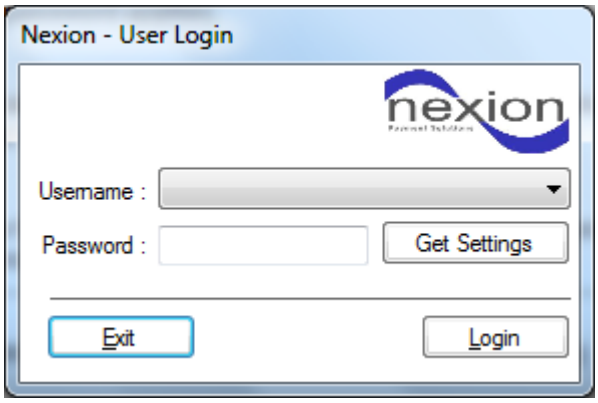
Setting up Nexion (Integration), under the Merchant Access Tab
In the “Setting up Nexion” section find user manuals on setting up Nexion for integration.

Training Resources, under the Merchant Access Tab
In the “Training Resources” section find a guideline on using Nexion to manage your cash flow.

Starting the program

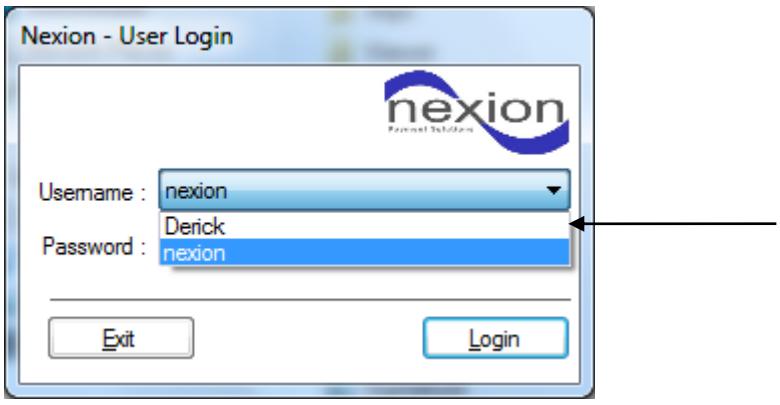
1. Double-click on the **Nexion icon** on your desktop.

2. The User Login screen is displayed.



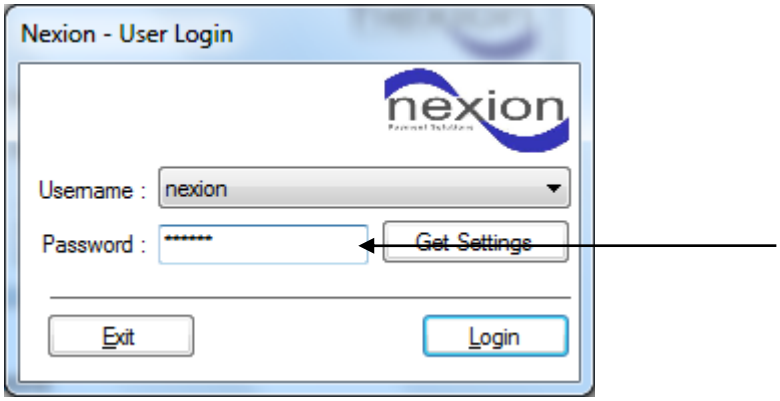
Nexion will be pre-installed with the users as specified on your application form.

3. Select user name from the dropdown list.

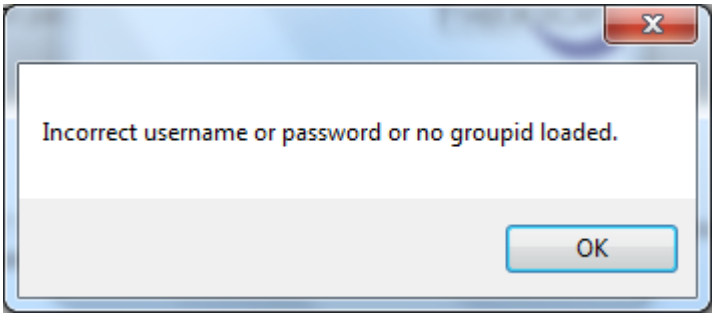


The default setting for the Password is: nexion (lower case), please personalise it immediately to a password only you know.

4. Type in your password

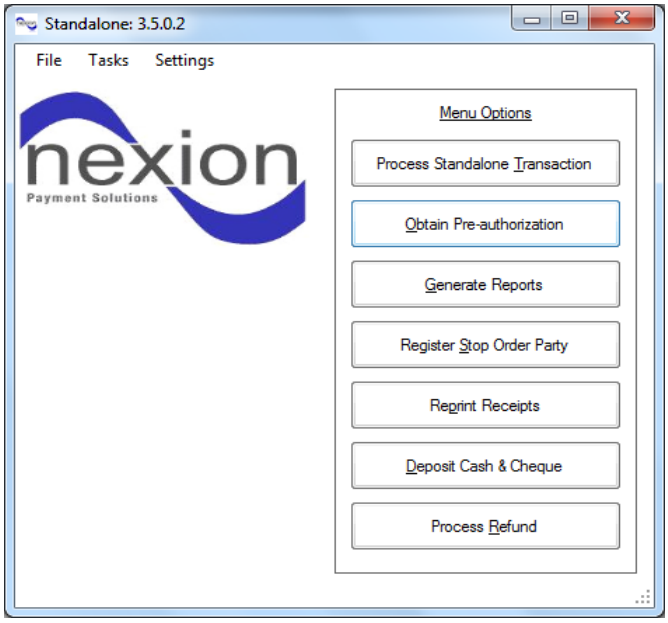


Please Note:
When an incorrect password is typed, Nexion will display the following message:



5. Select the <OK>. You will return to the User Login screen. Select your username and Re-enter your password

6. After you have successfully logged into Nexion, the main menu will be displayed.



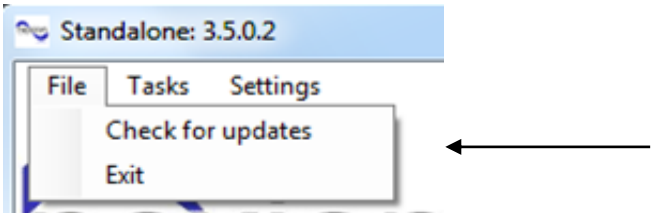
Setting up Nexion

Tabs on the Main menu screen are used to set up and maintain your Nexion experience

On the top bar of the screen:

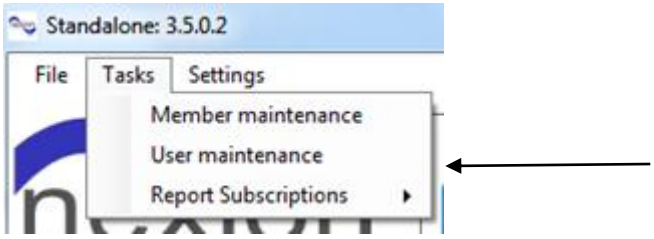
File Tab -

Select “File” drop down to check for new software updates and to exit the program



Tasks Tab –

Select “Tasks” to (A) View Debit order party details,(B) User Maintenance and (C) Report subscriptions



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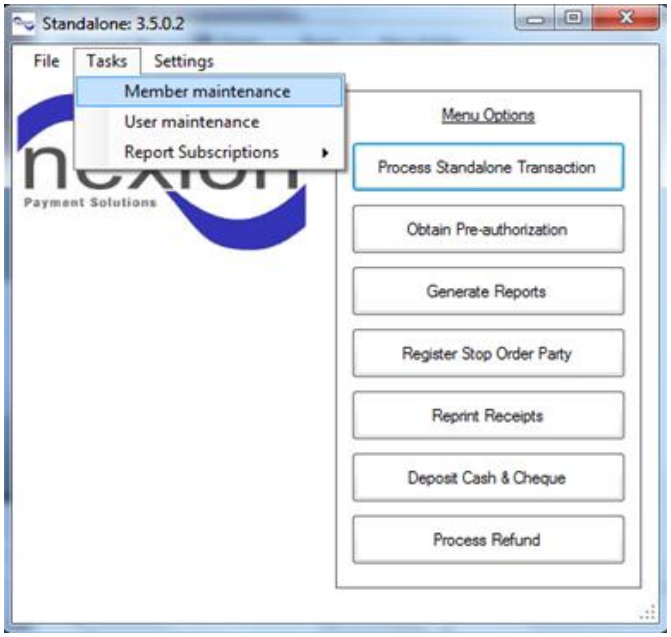
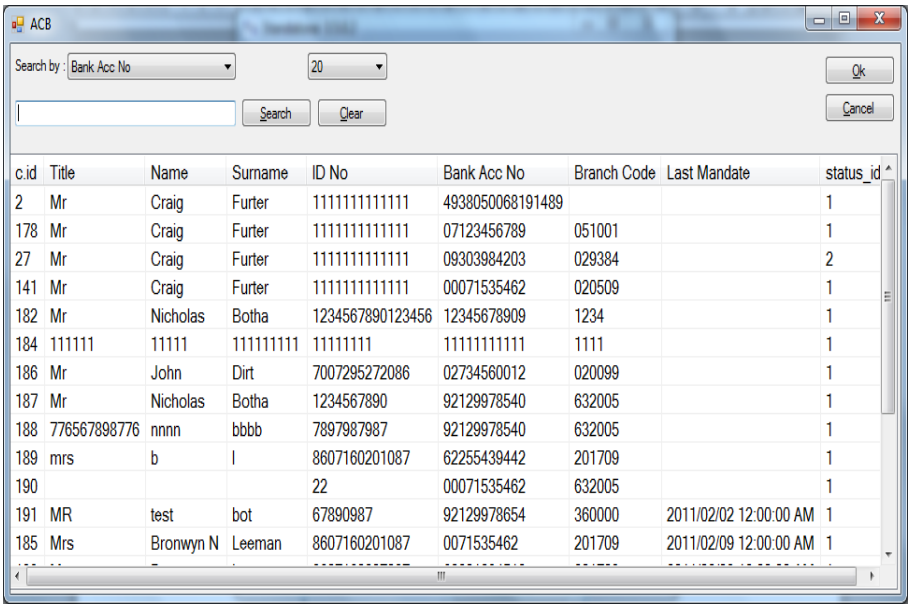
A. View Debit Order Parties

To view a previously registered stop order party do the following:

1. From the “Nexion Main Menu”, select the “Tasks” tab. From the drop down menu select “View Debit Order Party”



2. A search screen is then displayed



c.id	Title	Name	Surname	ID No	Bank Acc No	Branch Code	Last Mandate	status_id
2	Mr	Craig	Furter	1111111111111	4938050068191489			1
178	Mr	Craig	Furter	1111111111111	07123456789	051001		1
27	Mr	Craig	Furter	1111111111111	09303984203	029384		2
141	Mr	Craig	Furter	1111111111111	00071535462	020509		1
182	Mr	Nicholas	Botha	1234567890123456	12345678909	1234		1
184	111111	11111	111111111	11111111	11111111111	1111		1
186	Mr	John	Dirt	7007295272086	02734560012	020099		1
187	Mr	Nicholas	Botha	1234567890	92129978540	632005		1
188	776567898776	nnnn	bbbb	7897987987	92129978540	632005		1
189	mrs	b	l	8607160201087	62255439442	201709		1
190				22	00071535462	632005		1
191	MR	test	bot	67890987	92129978654	360000	2011/02/02 12:00:00 AM	1
185	Mrs	Bronwyn N	Leeman	8607160201087	0071535462	201709	2011/02/09 12:00:00 AM	1

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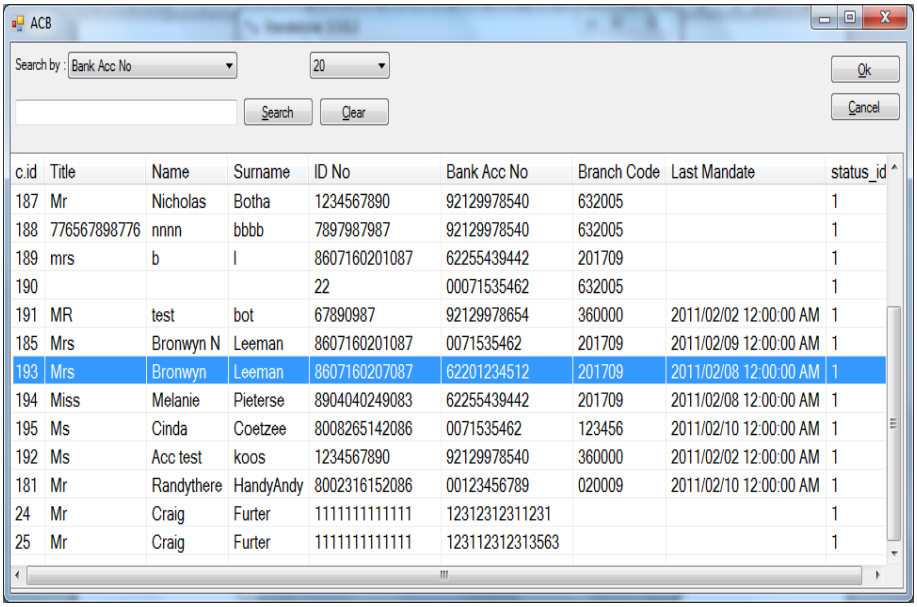
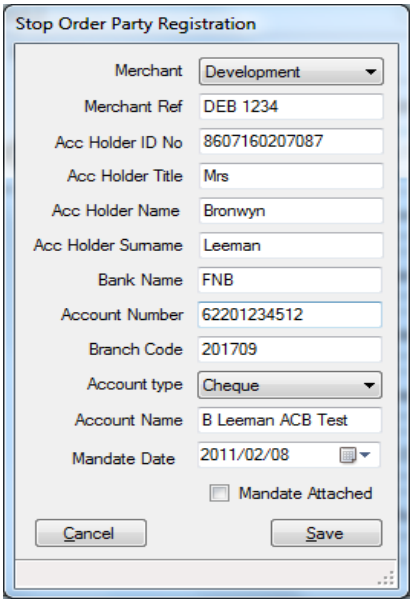
3. Select the stop order party to be viewed.



c.id	Title	Name	Surname	ID No	Bank Acc No	Branch Code	Last Mandate	status_id
187	Mr	Nicholas	Botha	1234567890	92129978540	632005		1
188	776567898776	nnnn	bbbb	7897987987	92129978540	632005		1
189	mrs	b	l	8607160201087	62255439442	201709		1
190				22	00071535462	632005		1
191	MR	test	bot	67890987	92129978654	360000	2011/02/02 12:00:00 AM	1
185	Mrs	Bronwyn N	Leeman	8607160201087	0071535462	201709	2011/02/09 12:00:00 AM	1
193	Mrs	Bronwyn	Leeman	8607160207087	62201234512	201709	2011/02/08 12:00:00 AM	1
194	Miss	Melanie	Pieterse	8904040249083	62255439442	201709	2011/02/08 12:00:00 AM	1
195	Ms	Cinda	Coetzee	8008265142086	0071535462	123456	2011/02/10 12:00:00 AM	1
192	Ms	Acc test	koos	1234567890	92129978540	360000	2011/02/02 12:00:00 AM	1
181	Mr	Randythere	HandyAndy	8002316152086	00123456789	020009	2011/02/10 12:00:00 AM	1
24	Mr	Craig	Furter	1111111111111	12312312311231			1
25	Mr	Craig	Furter	1111111111111	123112312313563			1

4. The “Register Stop Order Party” screen is displayed (see chapter—on registering a stop order party)

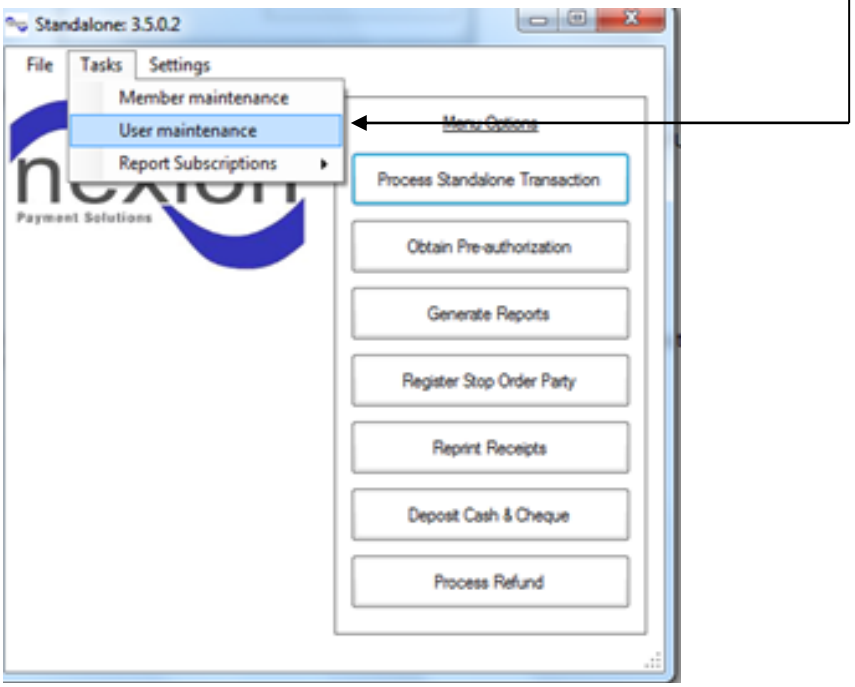


B. User Maintenance

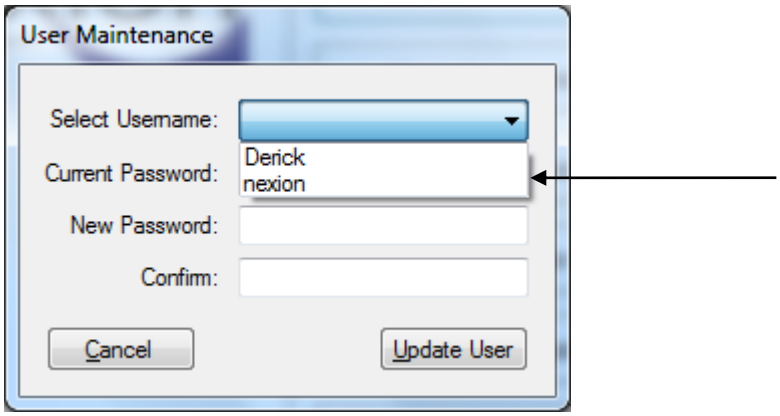
Changing your password (first time user)

After Initial log on, the user password needs to be changed, to do this:

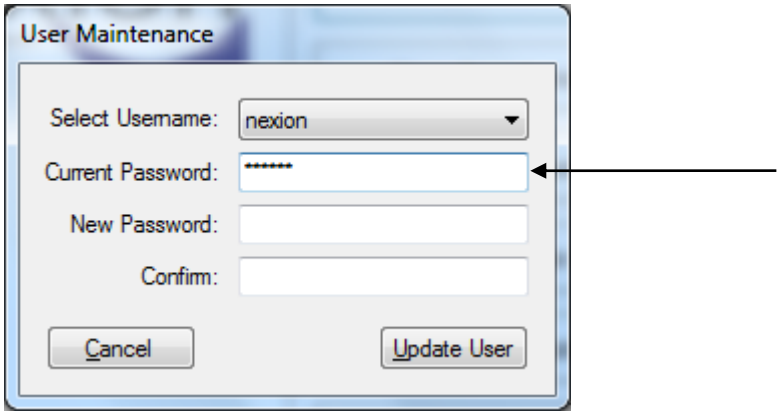
1. From the “Nexion Main Menu”, select the “Tasks” Tab. From the Tasks drop down menu, select the “User Maintenance” Option”. The “User maintenance” screen is displayed.



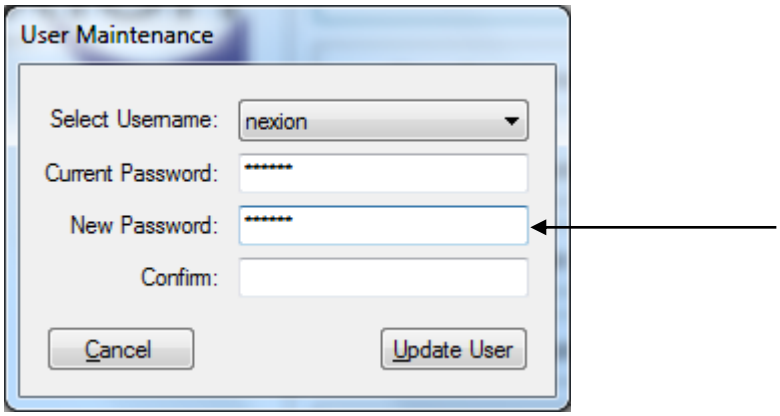
2. Select your Username from the dropdown list.



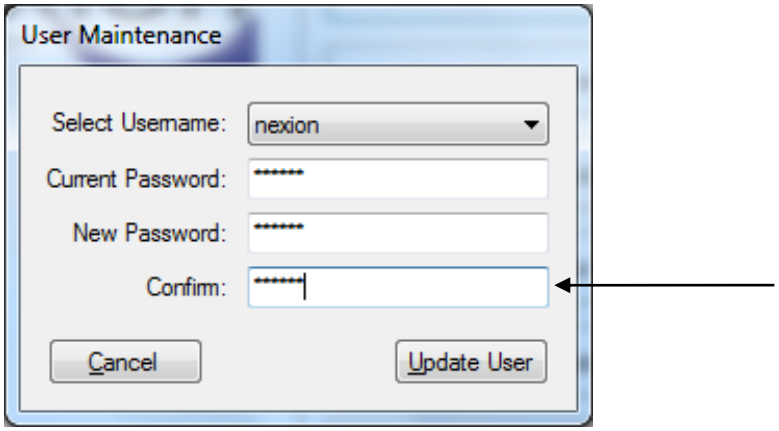
3. Type in your Current password.



4. Type a new password in the New password field.



5. Type in your new password in the Confirm field.



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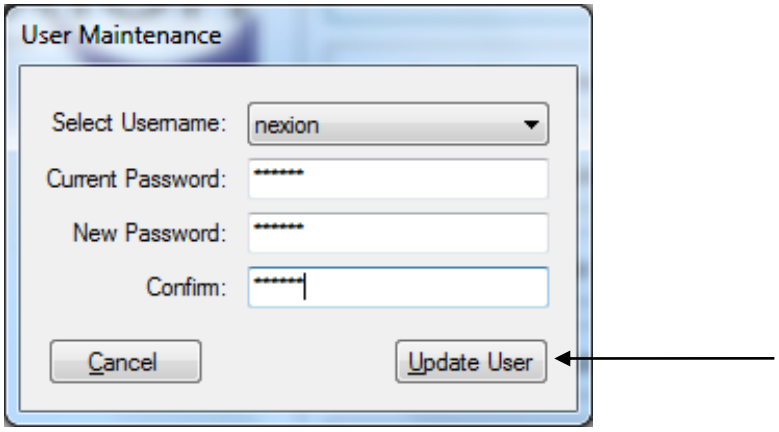
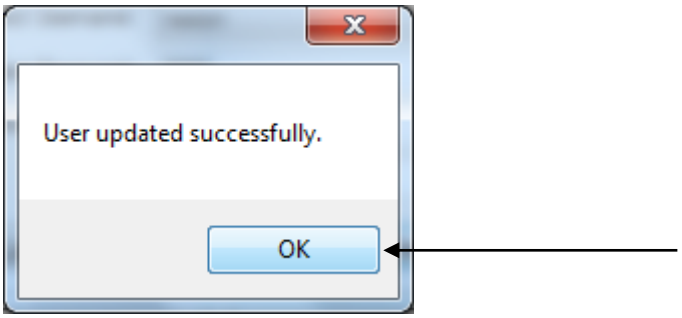
6. Select the Update User button.

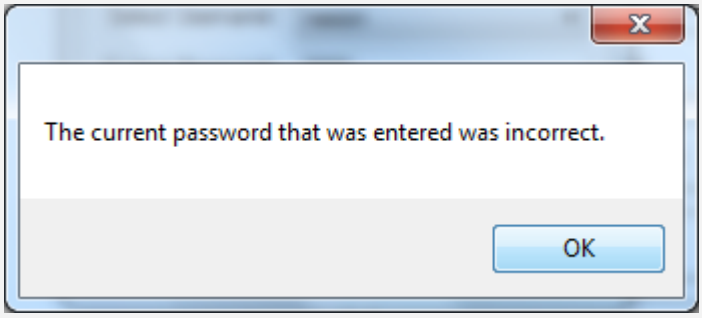


7. If the system accepts the changes the “User updated successfully” screen will be displayed. Select the <OK> to continue. The Nexion system will update the changes and automatically return the user to the main menu screen.



Note:

When an incorrect current password is typed, Nexion will display the following message:



Click on the OK button. You will be returned to the user maintenance screen. Select your user name and retype your password.

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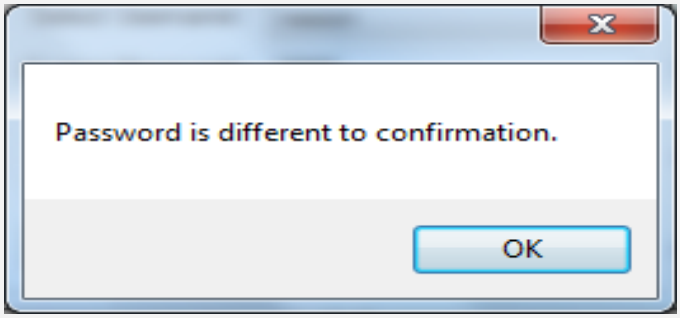
Note:

When an incorrect new password is typed into the confirmation field, Nexion will display the following message:



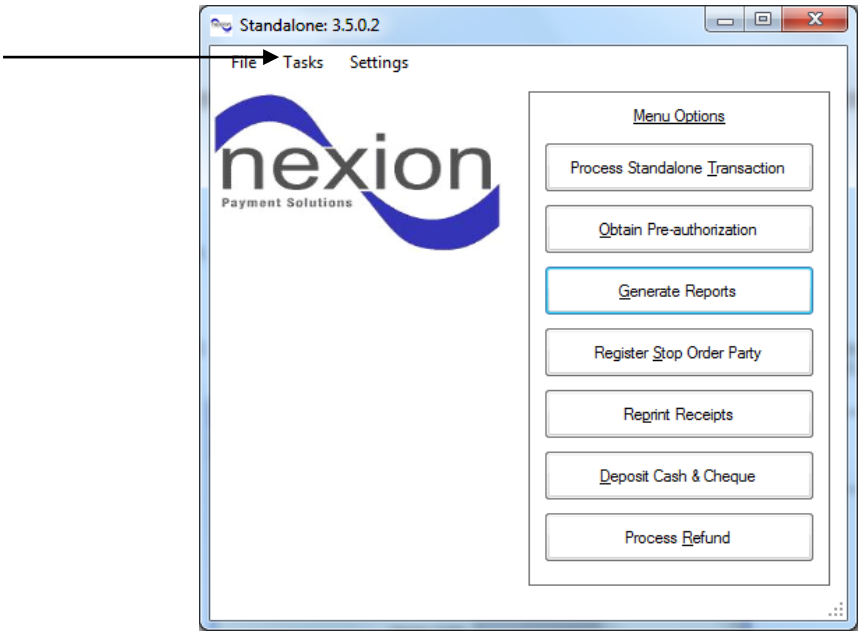
Click on the OK button. You will be returned to the user maintenance screen. Select your user name and retype your password.

To reset your password – contact our call centre on 0861 639 466
To add or remove a user – contact our call centre on 0861 639 466

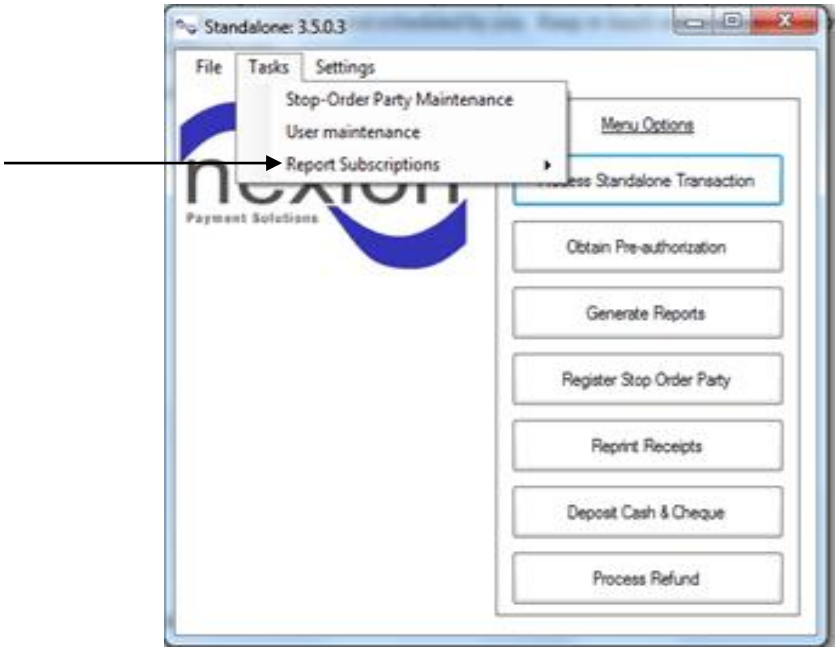
C. Report Subscriptions

Nexion now allows you to subscribe to daily, weekly and monthly reports; reports will be delivered to any e-mail addresses specified and scheduled by you. Keep in touch with your cash flow by having reports delivered to you.

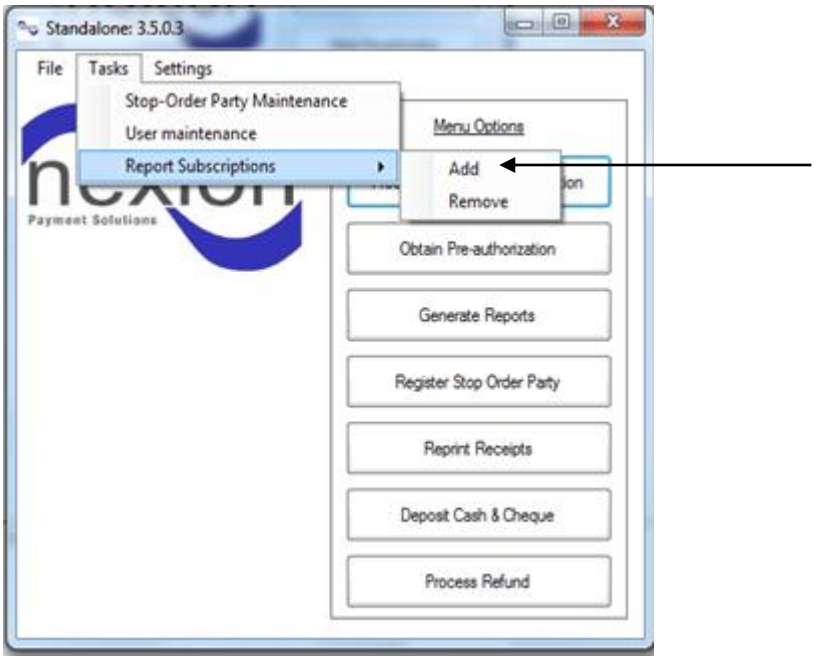
1. From the Nexion Main menu select the Task tab.



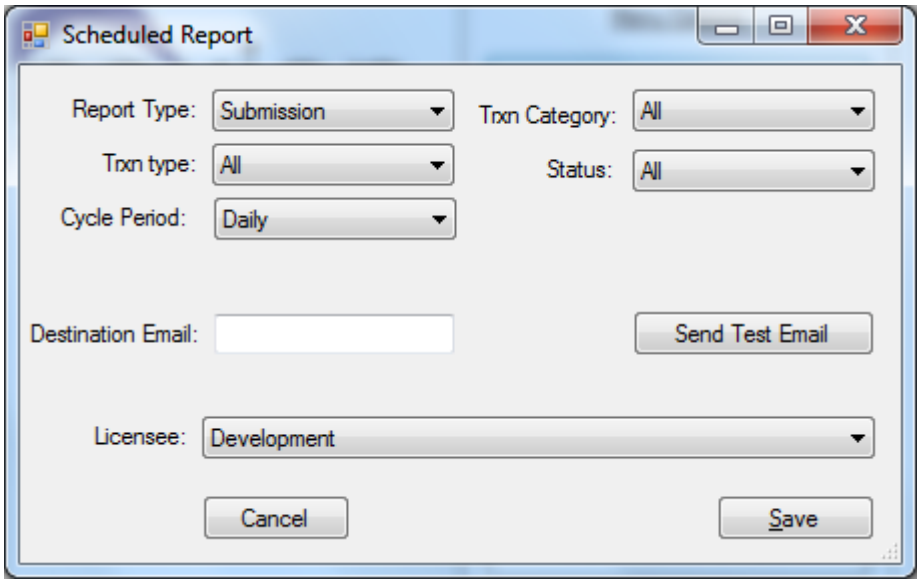
2. Select Report Subscriptions.



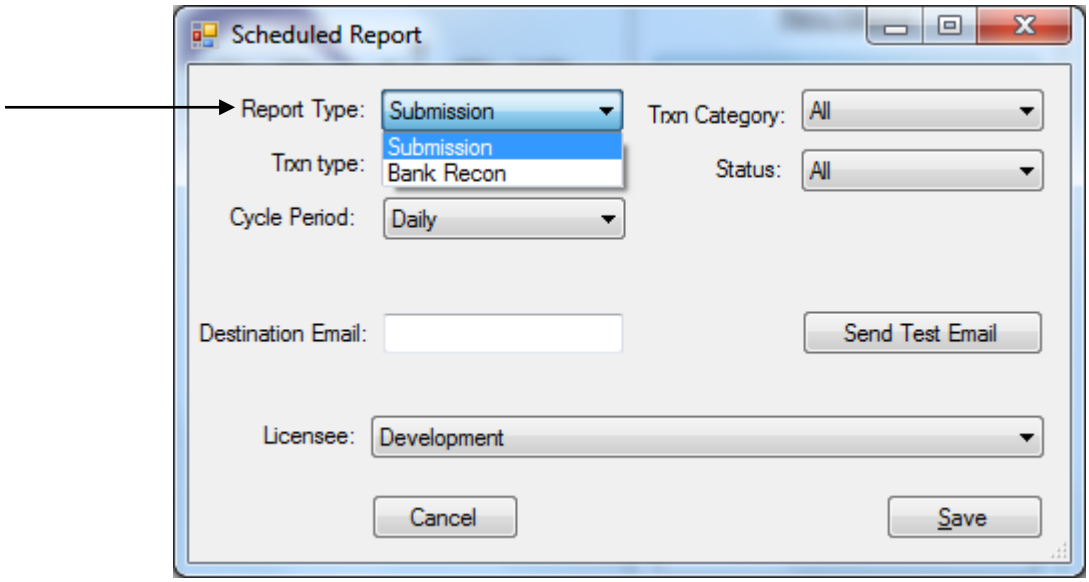
3. Select Add.



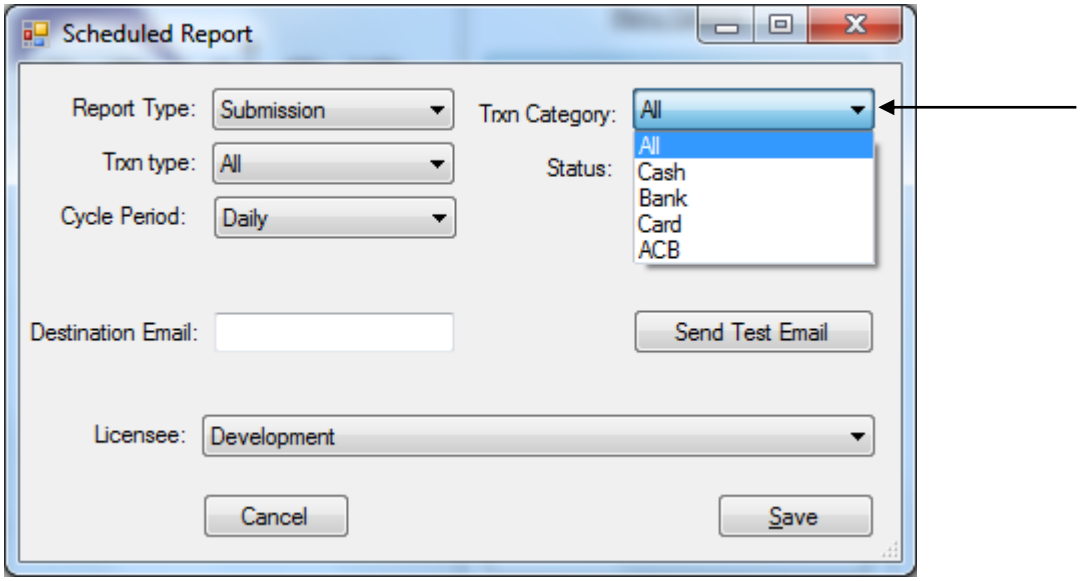
4. A Schedule Report screen will be displayed.



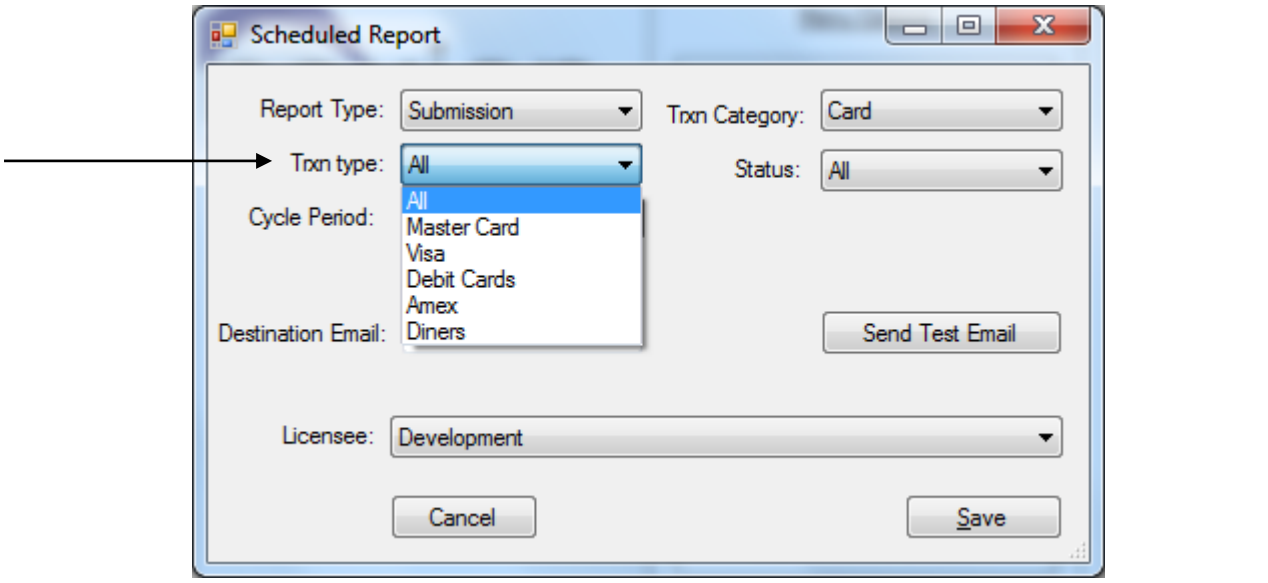
5. Select the report you wish to be subscribed to from the drop down.



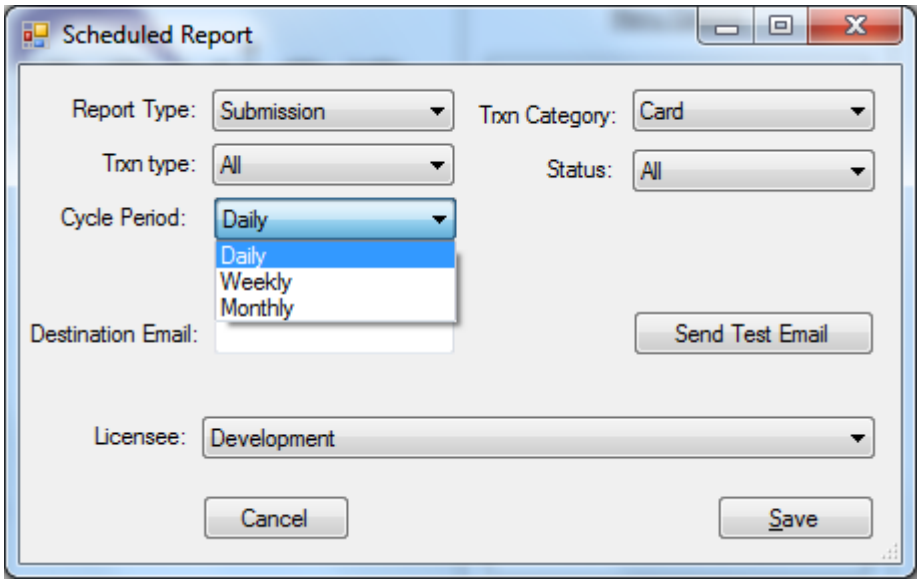
6. Select the transaction category from the drop down.



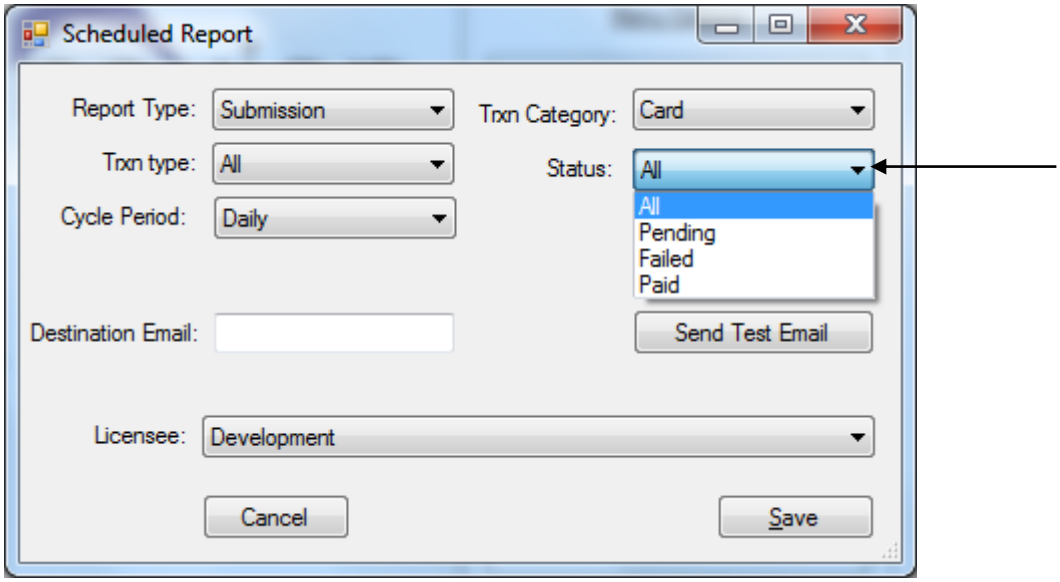
7. Select the transaction type from the drop down.



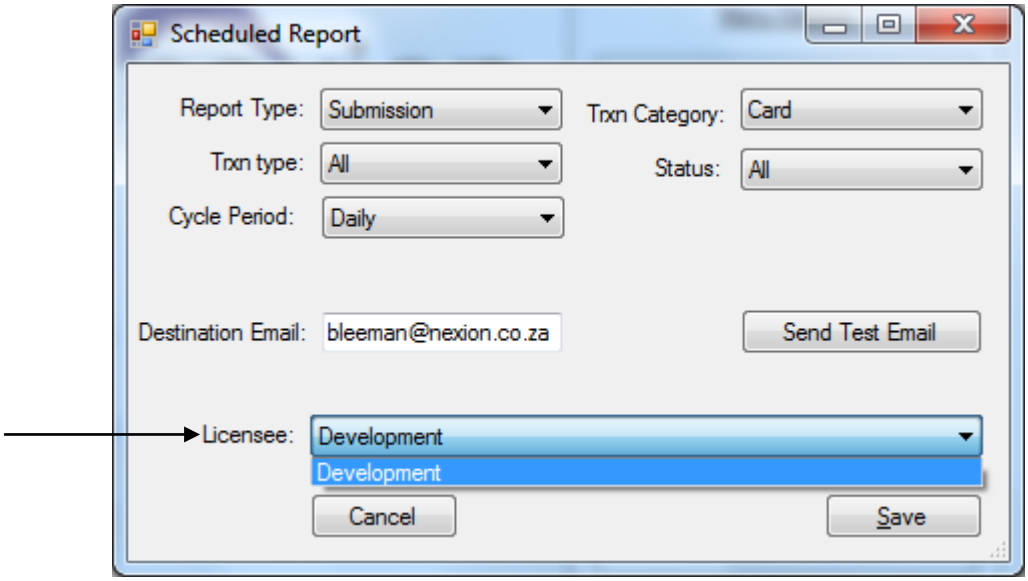
8. Select the Cycle Period from the drop down.



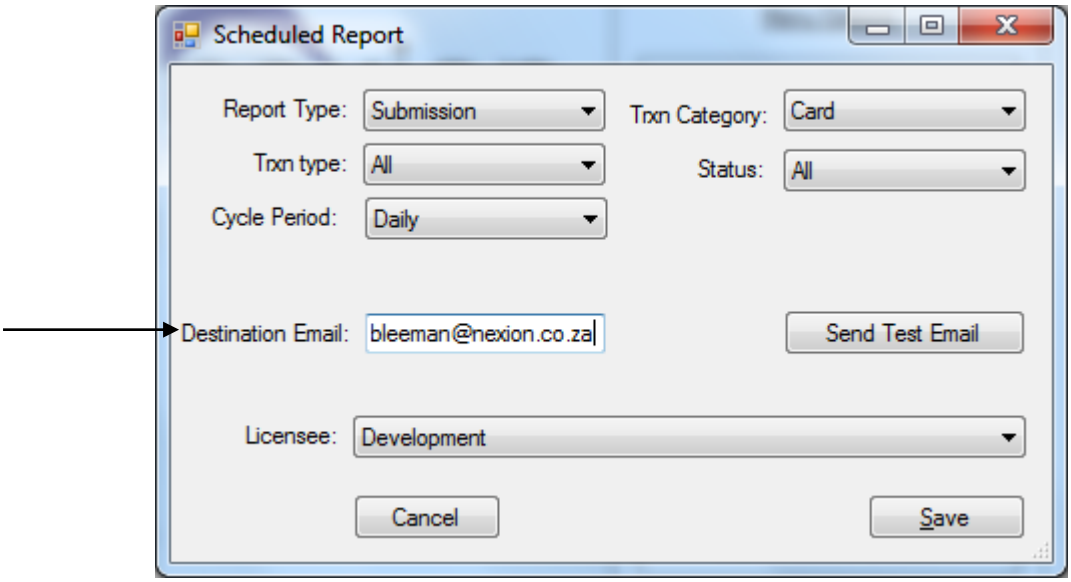
9. Select the status from the drop down



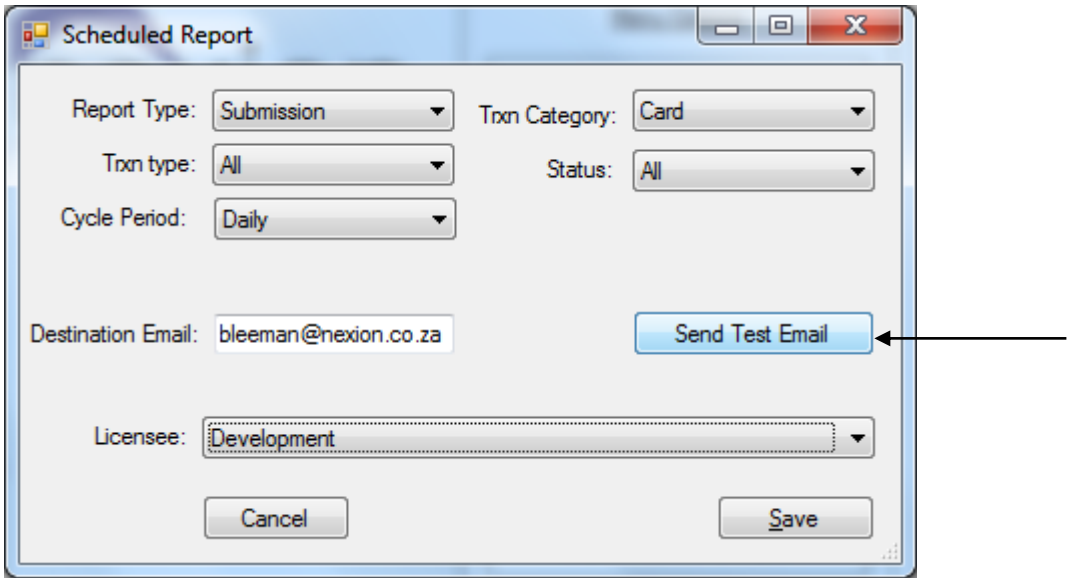
10. Select Licensee from the drop down.



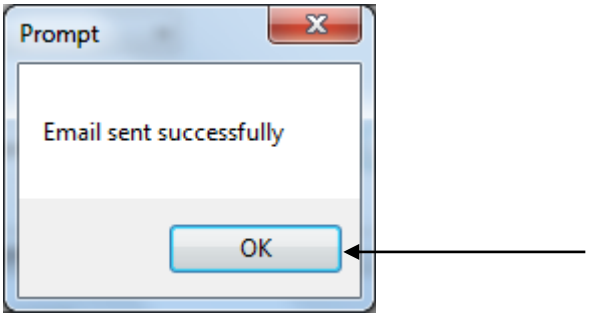
11. Type in the Destination Email address.



12. Select Send Test Email.

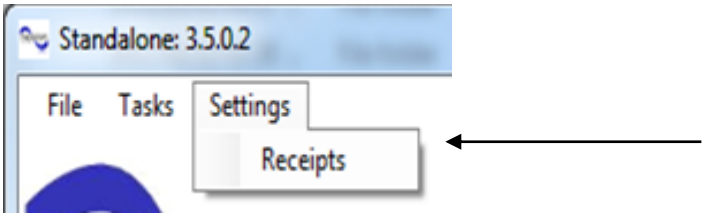


13. An Email Sent Successfully message will be displayed. Select <OK> and the user is returned to the Schedule Report screen to subscribe to more reports. To return to the main menu select <Cancel>.



Settings Tab -

Select the “Settings” to (A) change Receipt settings, (B) Cash Drawer settings and (C) Printer settings.



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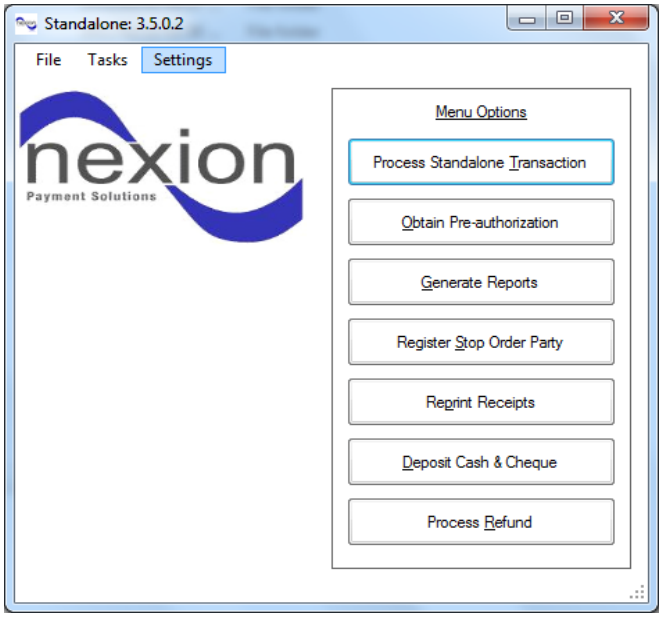
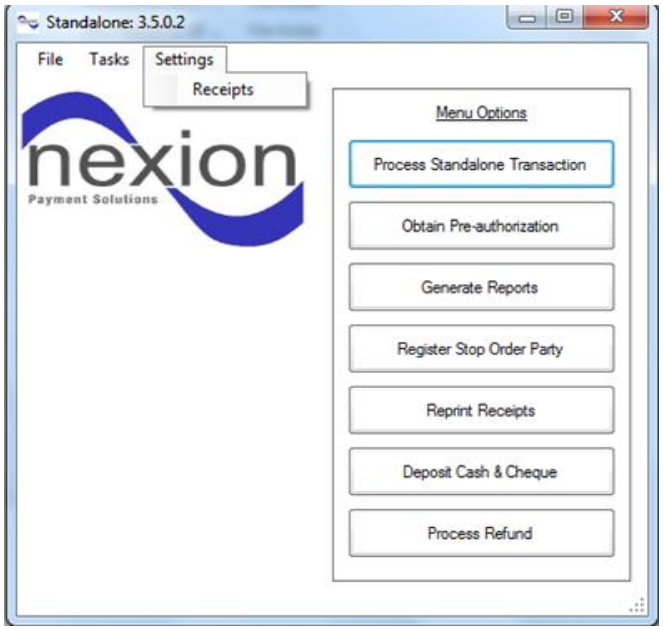
A. Receipt Settings

1. Select the “Settings” tab from the top bar of your main menu



2. Select “Receipts” from the drop down menu



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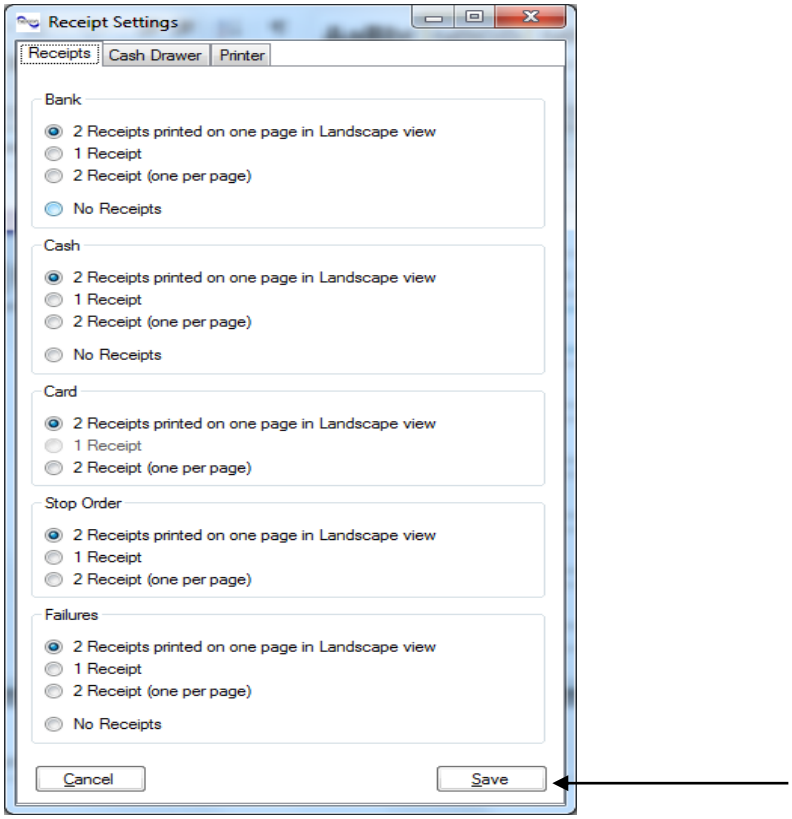
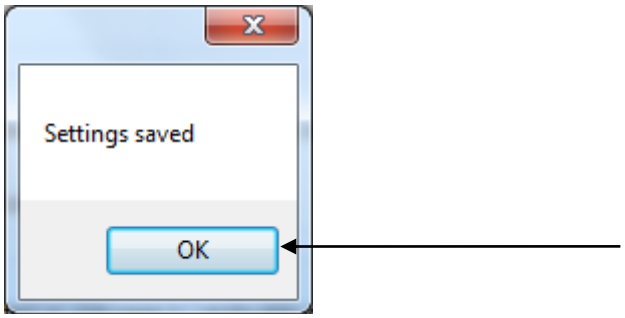
3. The “Receipts Settings” screen will be displayed. Select your desired settings and Save

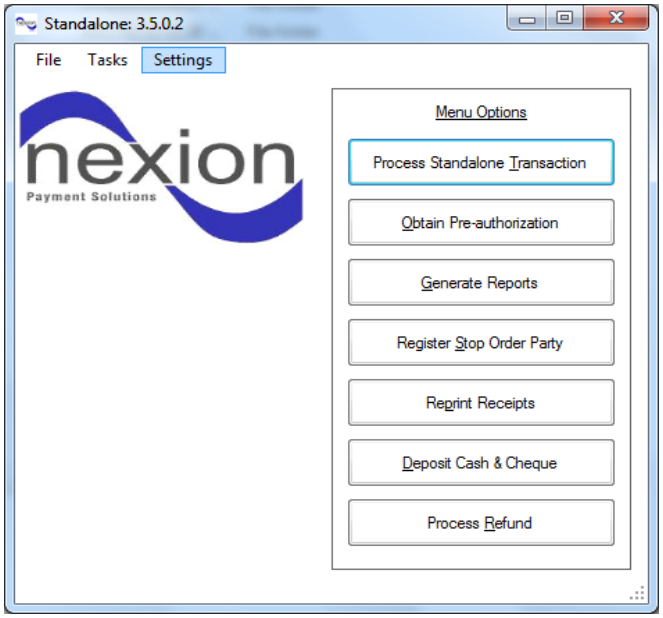


4. A settings saved screen will be displayed. Select <OK> to continue

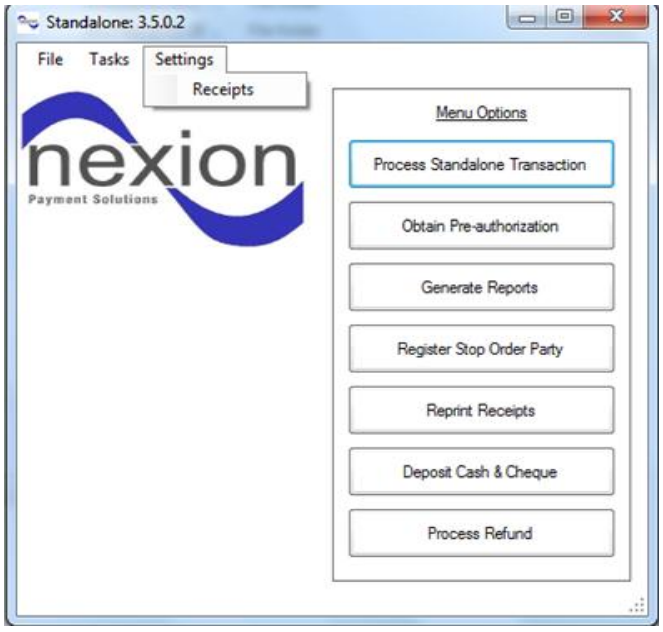


B. Cash Drawer Settings

1. Select the “Settings” tab from the top bar of your main menu



2. Select “Receipts” from the drop down menu



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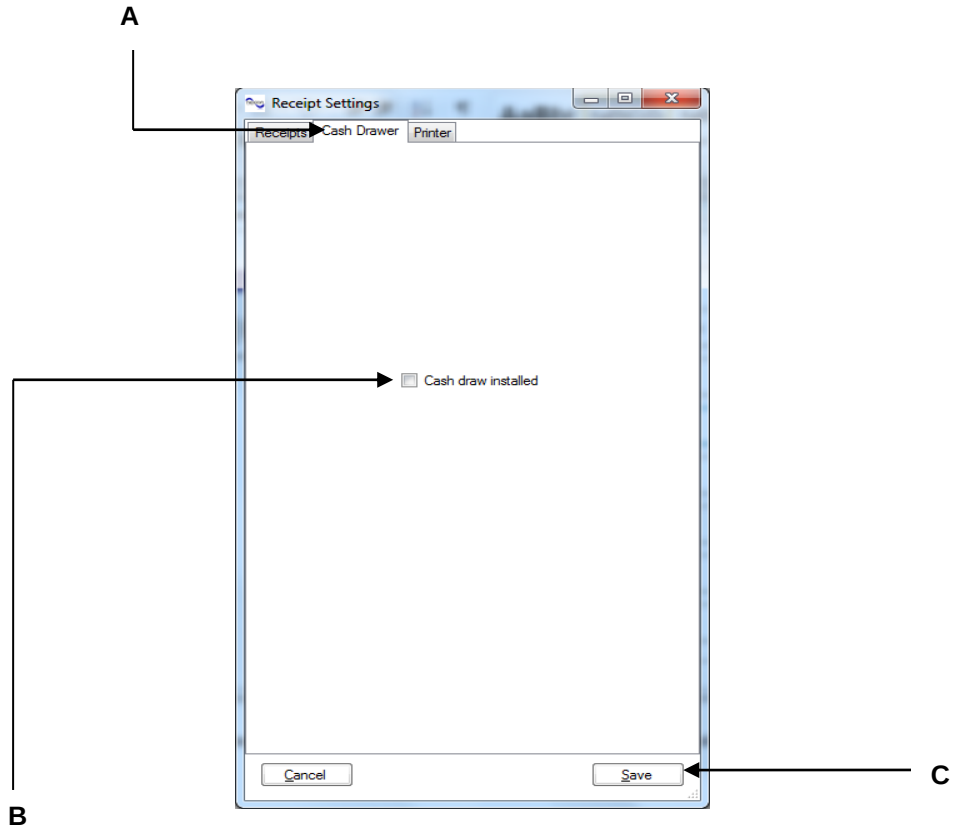
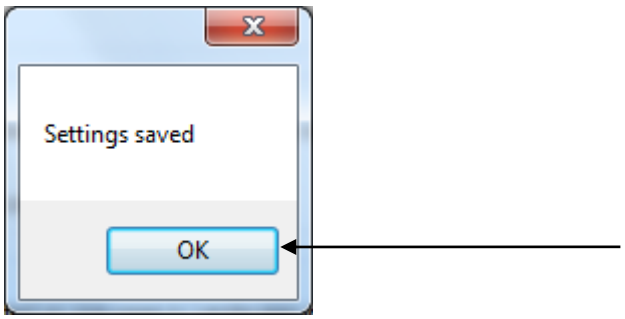
3. The “Receipts Settings” screen will be displayed.
   - (A) Select the “Cash Drawer” Tab on the top of the screen
   - (B) If a cash drawer is installed onsite tick the box that says “Cash drawer installed”
   - (C) Select Save

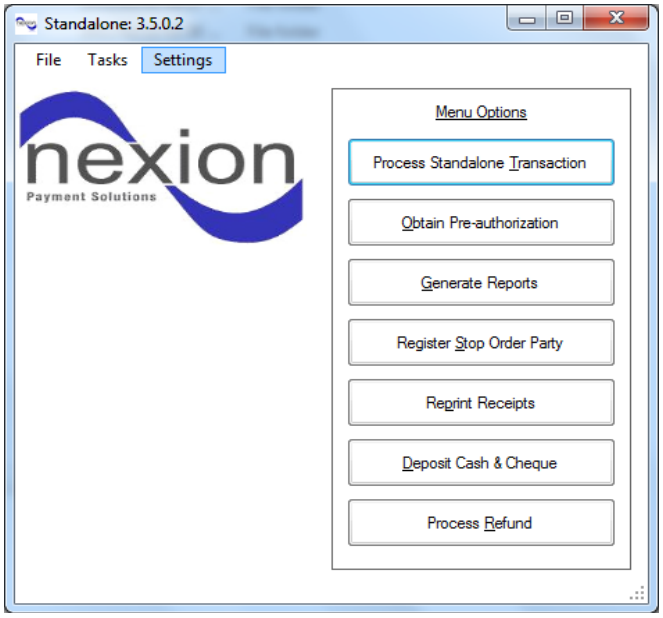


5. A settings saved screen will be displayed. Select <OK> to continue

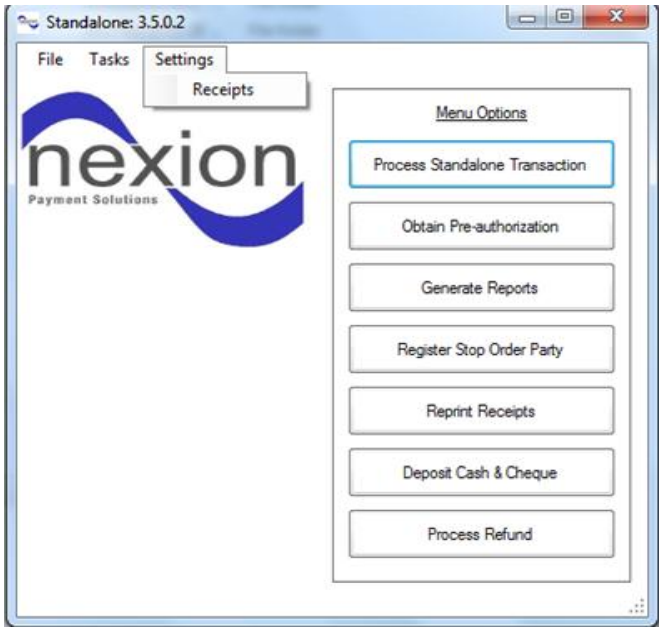


C. Printer Settings

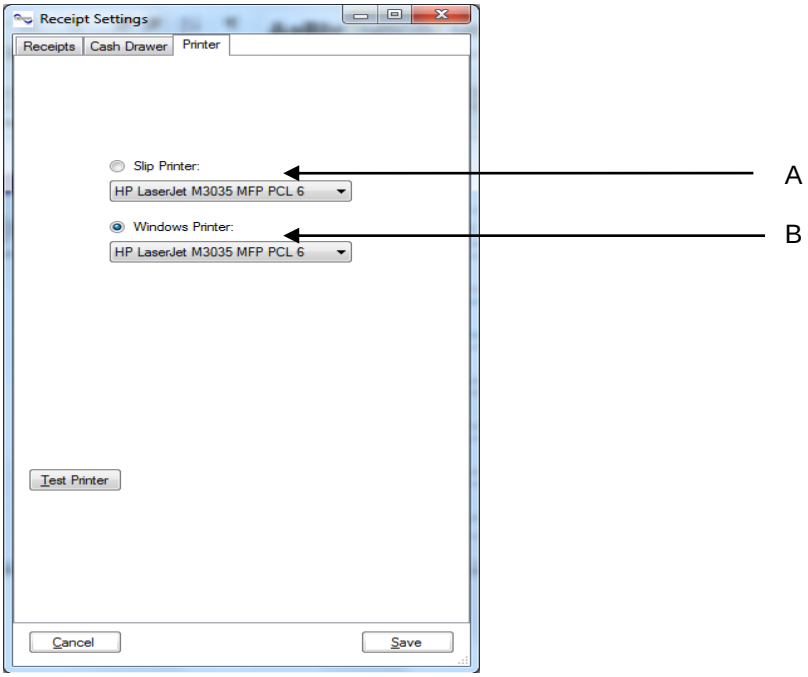
1. Select the “Settings” tab from the top bar of your main menu



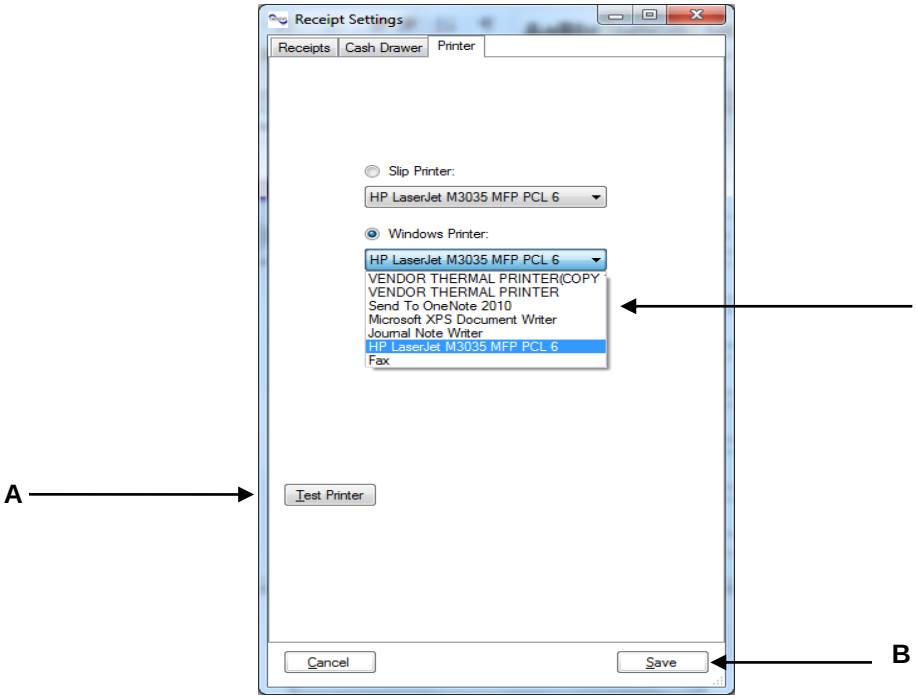
2. Select “Receipts” from the drop down menu



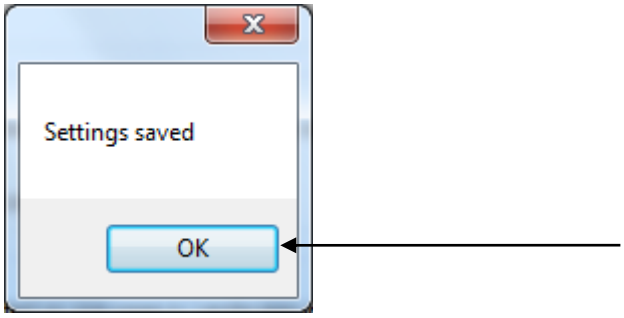
3. The “Receipts Settings” screen will be displayed. Select the desired printer type
   - (A) Slip Printer
   - (B) Windows Printer



4. Select the desired printer from the dropdown list
   - (A) Do a test print
   - (B) Select Save

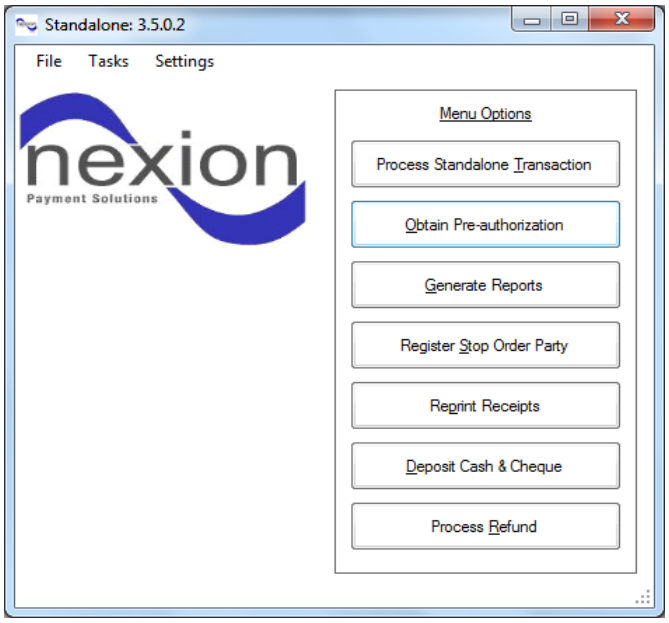


5. A settings saved screen will be displayed. Select <OK> to continue



Navigating the system

The Main Menu



Buttons on the Main Menu Screen:

Process Standalone Transactions
Provides access to the payments screen where you can capture and process client payments.

Obtain Pre - Authorization
Use this option to reserve funds on a credit card, allowing you to guarantee funds for 5 to 7 working days. This feature will allow you to collect shortfalls and to lock in funds on your clients cards prior to services being rendered.

Generate Reports
Access to Bank Recon (Previously Cash Report) as well as the Submission and Pre-Auth reports
(see chapter -- page --)

Submission Report – Used to reconcile practice management/ debtor system
Generate a report detailing the transactions processed/ receipted within the selected date range.
Bank Recon Report -- Used to reconcile bank account(s)
Generate a report detailing transactions/funds that have been deposited to the practice / merchant bank account(s) within the date range selected.

Pre-Auth Report – Used to view pre-authorizations
Generate a report detailing pre-auths taken 5 to 7 days prior on a client's card.

Register Stop Order Party
Allows you to register a debtor for recurring payment such as treatment plans and for subscriptions such as contact lens programs.

Nexion enables you to deduct funds from your debtor's savings or cheque account in instalments of up to 18 months. Transactions can be processed on Nexion provided the start date (first transaction) is not later than today and no more than 30 days in the future.

Reprint Receipts
Allows you to reprint receipts
Whether it is for the last transaction processed or any previous Nexion transaction processed

Deposit Cash & Cheque
Cash & Cheque transactions will remain pending on your reports until such time when you "cash up" your till and a cash deposit detail is printed, which will then change the status to paid.

Process Refund
Use this option to do a full or partial refund against a previous transaction. Note that debit card transactions cannot be refunded directly to the card, however it an alternative refund method may be used.

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Chapter 3

Processing – Credit Card & Debit Card Transactions

The following cards are accepted, and can be processed using Nexion:

Credit cards: Visa, MasterCard, Diners Club and American Express

Debit cards: Visa Electron and MasterCard Maestro

A – All Non Chip and Pin cards are swiped with the magnetic strip facing the terminal as indicated in figure A.

B – All Chip and Pin cards are dipped with the chip first and logo on the card facing upwards as indicated in figure B.

A.

B.

Nexion allows you to receipt your Card transactions processed by your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

All card payments are receipted on NEXION (date processed). Card transactions will remain in status pending until paid to your bank account 48 hours later.

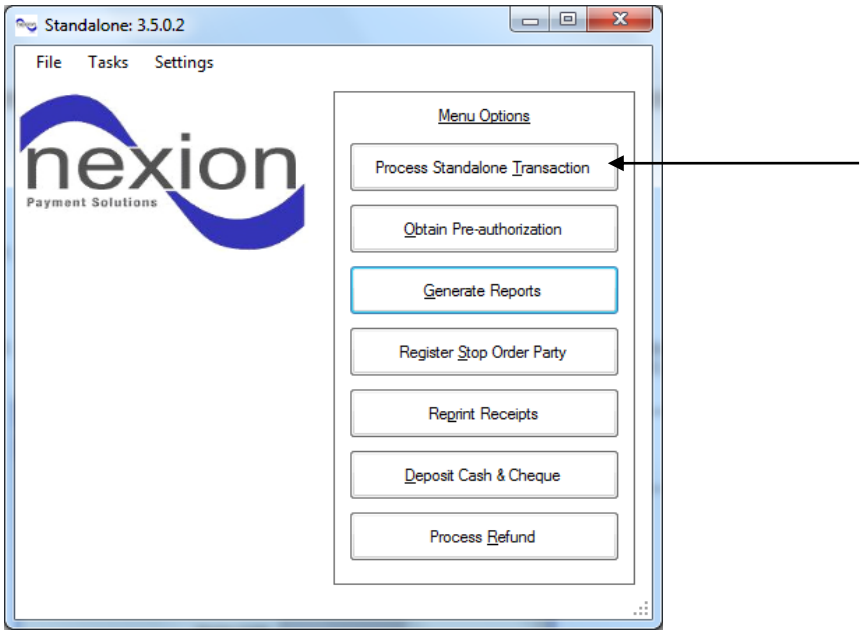
- Integrated users initiate transactions on the practice management system.
- Non-integrated users receipt all transactions using Nexion standalone module only.

PROCESSING CARD PAYMENTS

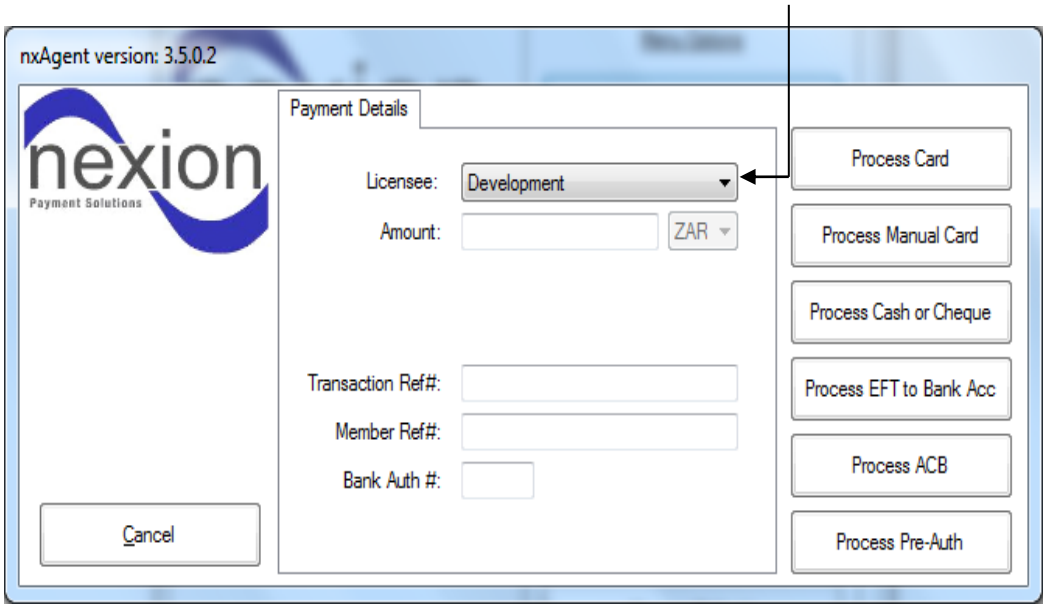
- Standalone Users follow Step 1-11 to process a card transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  GoodX
  Vericlaim

Please note:
Always ensure that your printer is switched on, and has enough paper.

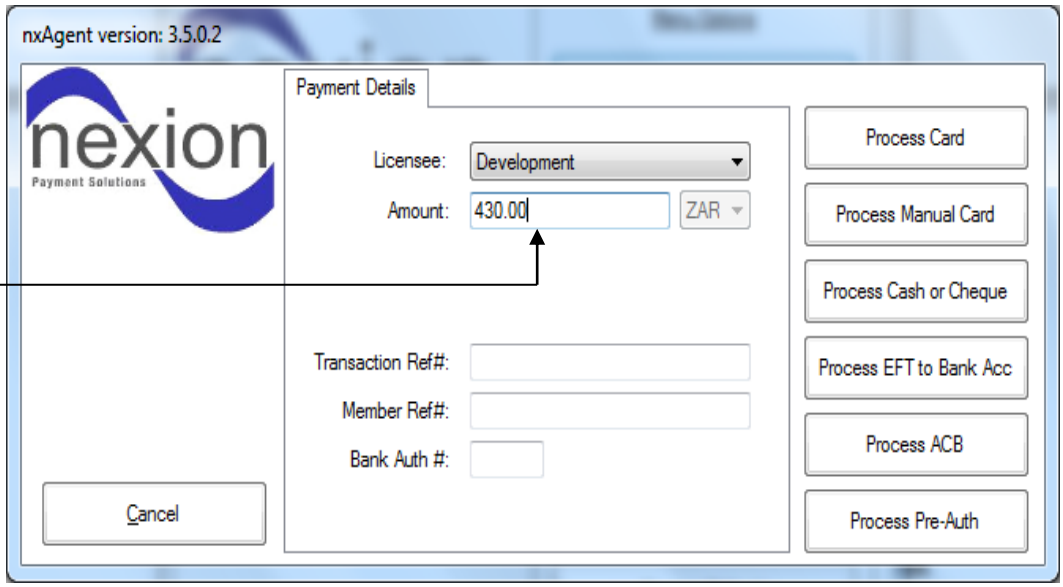
1. From the “Nexion Main Menu” select “Process Standalone Transaction”.



2. Choose a licensee to be credited for this transaction from the drop down box. (If only one merchant is registered at your site; the dropdown will default to the correct merchant.)



3. Type in transaction amount.



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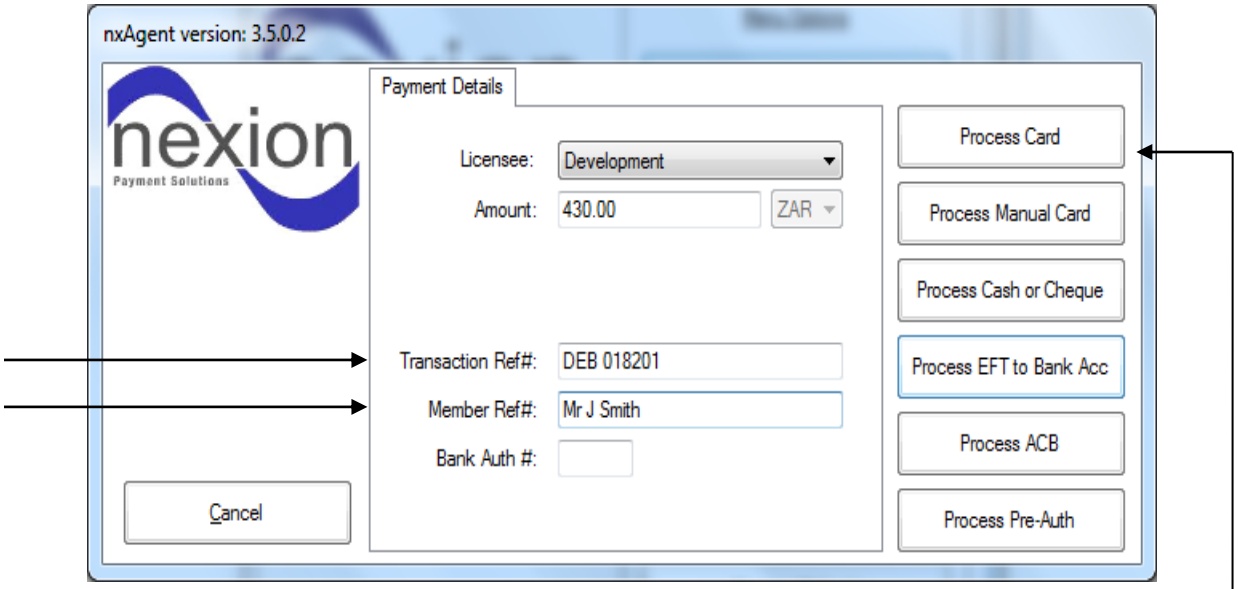
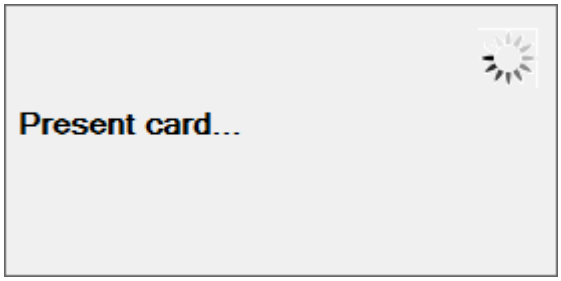
4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprinted receipts)

   Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.



5. Select the "Process Card" button. (If card is not present please refer to chapter 5 – Card not present transactions)

6. A pop-up screen will be displayed, prompting the user to "Present card" (swipe/dip card)



7. **Swipe Non chip and pin card** through the slot on the side of the terminal, with the magnetic strip at the bottom of the card facing towards the terminal. **Dip card** if applicable in figure B.

A.

B.

8. Follow the prompts on the screen of the pay point terminal. You will either be asked to confirm entry or to make a selection using the “down arrow” and confirm by using the “green” button.

9. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14)
NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
(For explanation of decline codes see Chapter 17)

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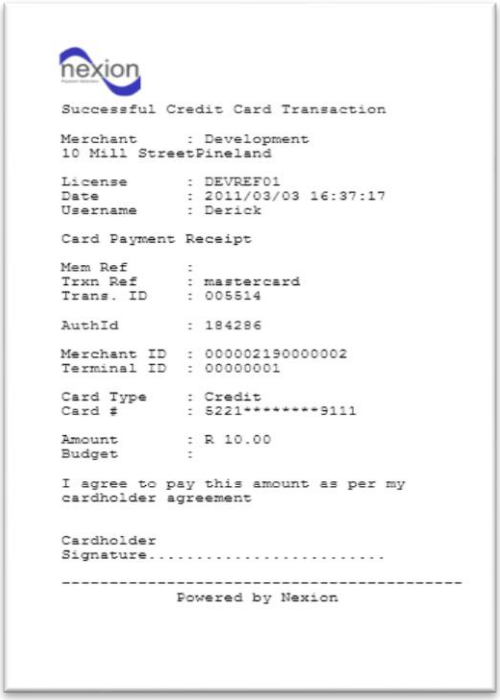


Successful Credit Card Transaction

Merchant : Development
10 Mill StreetPineland

License : DEVREF01
Date : 2011/03/03 16:37:17
Username : Derick

Card Payment Receipt

Mem Ref :
Trxn Ref : mastercard
Trans. ID : 005514

AuthId : 184286

Merchant ID : 000002190000002
Terminal ID : 00000001

Card Type : Credit
Card # : 5221********9111

Amount : R 10.00
Budget :

I agree to pay this amount as per my cardholder agreement

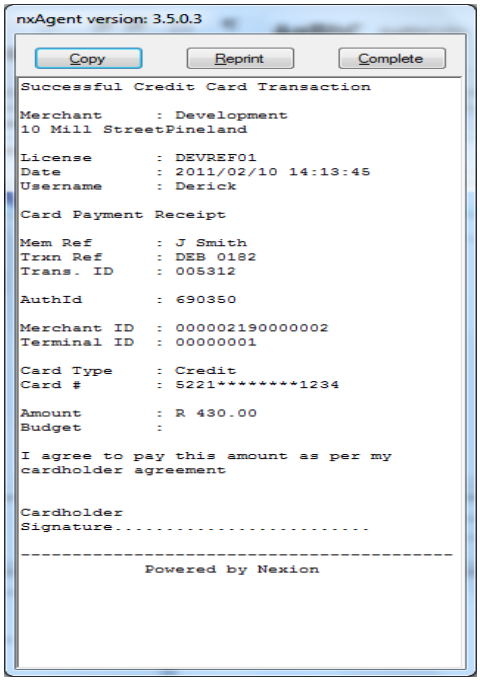
Cardholder
Signature.....

Powered by Nexion

THE MERCHANT RETAINS A SIGNED COPY AS WELL AS AN IMPRINT OF THE CARD (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY

10. The receipt will also be displayed on your PC screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated users: Successful transactions will post to patient record at this point.

Chapter 4
Processing – Manual Credit Card Transactions/ Card not present

There are two reasons why a card transaction would be processed manually (card not swiped):

A: Your system may be down or your connection to the Internet may be down.

1. Client completes MANUAL CREDIT CARD TRANSACTION FORM. Ensure that this form is **signed** and you have an **imprint of the card**. (Manual credit card transaction form (See Appendix 2 Page --)
2. Verify that all details filled in match the actual card
3. Fill in your merchant information on header of form (For Nexion to determine which Licensee should be credited for this transaction.)
4. Fax completed form to NEXION for processing. Fax number 086 654 6016. Nexion will fax a receipt as soon as transaction is processed OR process when you have access to your system again using instructions below.

B: No card present or magnetic strip/chip on card damaged:

1. Client completes MANUAL CREDIT CARD TRANSACTION FORM. Ensure that this form is **signed** and you have an **imprint of the card**. (Manual credit card transaction form (See Appendix 2 Page --)
2. Verify that all details filled in match the actual card
3. Fill in your merchant information on header of form (For Nexion to determine which Licensee should be credited for this transaction.)
4. Process using instructions below.
5. Where possible have client sign receipt and obtain card imprint on receipt.

Nexion allows you to receipt your Card transactions processed by your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

All card payments are receipted on NEXION (date processed). Card transactions will remain in status pending until paid to your bank account 48 hours later.

- Integrated users initiate transactions on the practice management system.
- Non-integrated users receipt all transactions using Nexion standalone module only.

PROCESSING CARD PAYMENTS (CARD NOT PRESENT)

- Standalone Users follow Step 1-14 to process a card transaction
- Integrated Users will initiate transactions from the Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  Good
  Vericlaim

Please Note:
Always ensure that your printer is switched on, and has enough paper.

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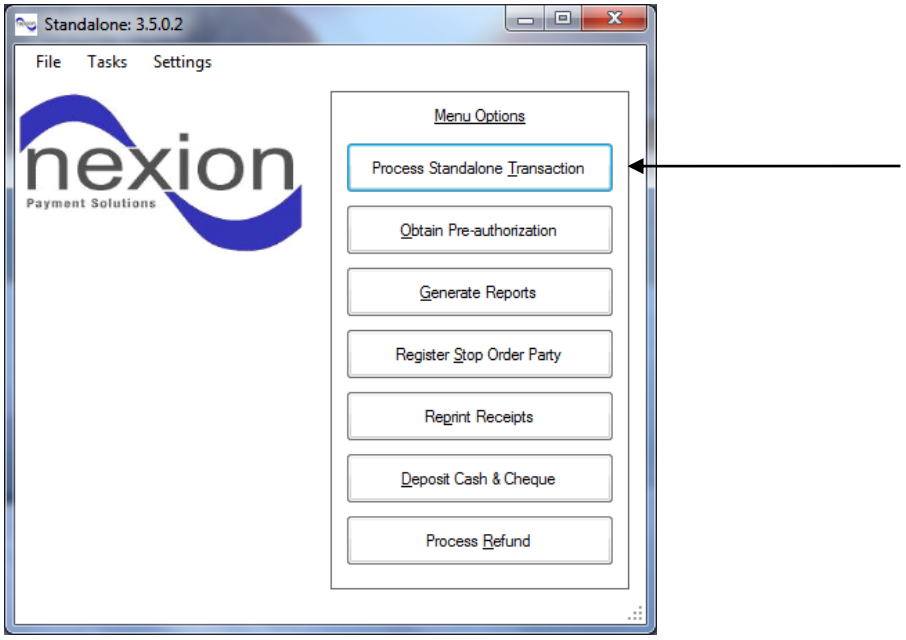
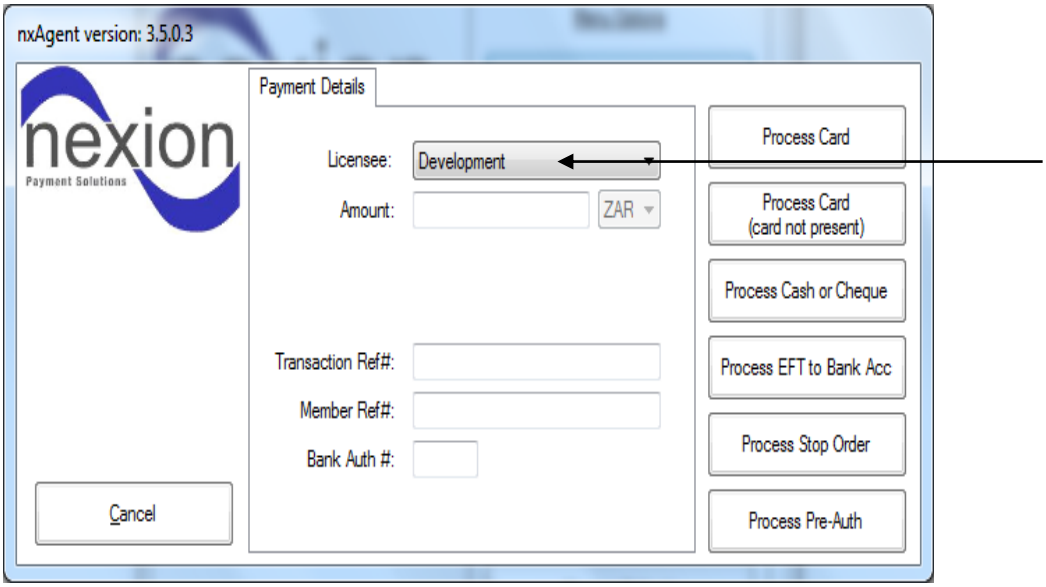
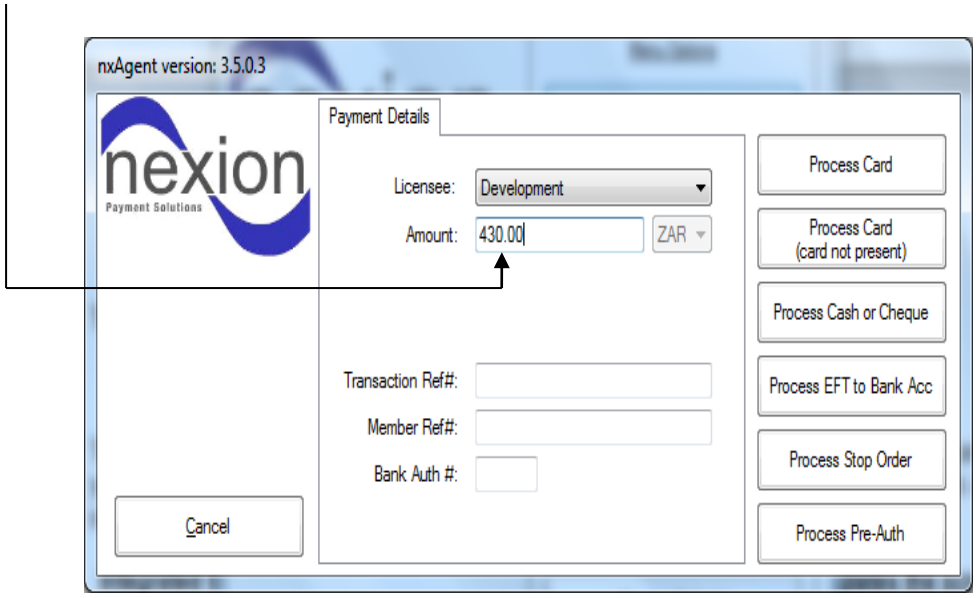
1. From the “Nexion Main Menu” select “Process Standalone Transaction”.



2. Choose a merchant to be credited on this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)

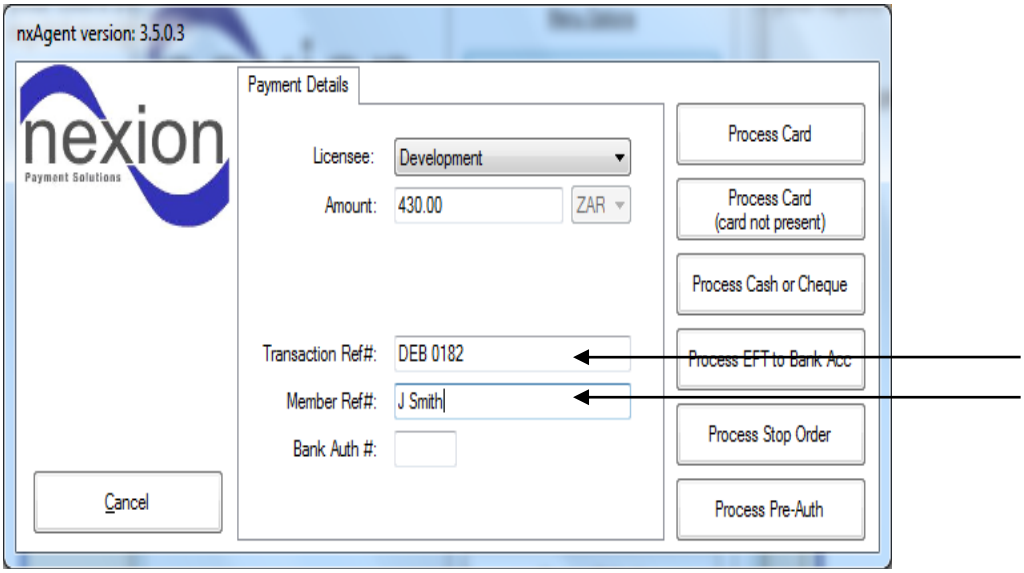


3. Type in transaction amount.

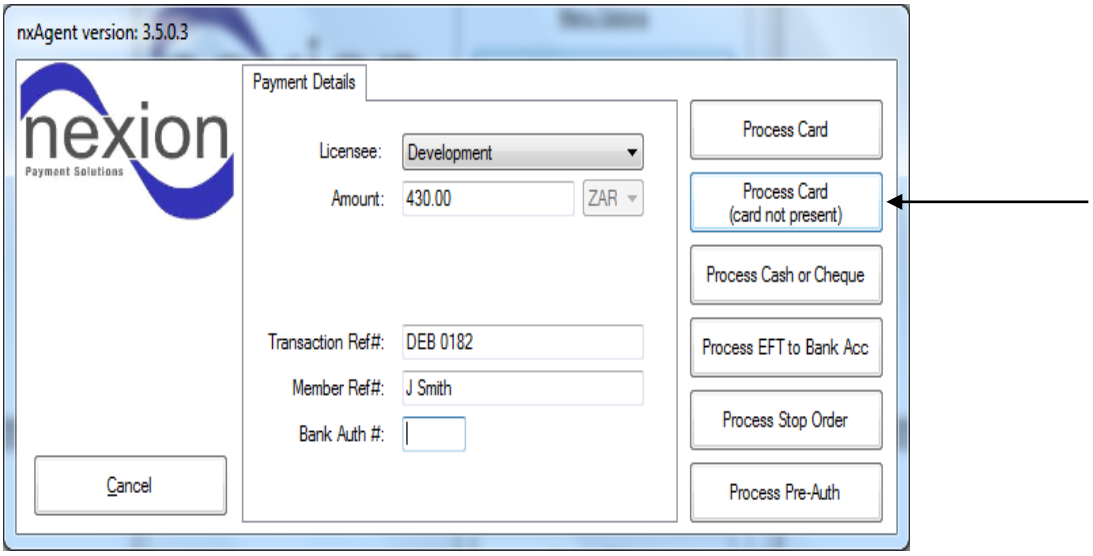


4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #: This can be your client's name. (These references will allow you to identify the transaction on your reports and reprint receipts.

Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

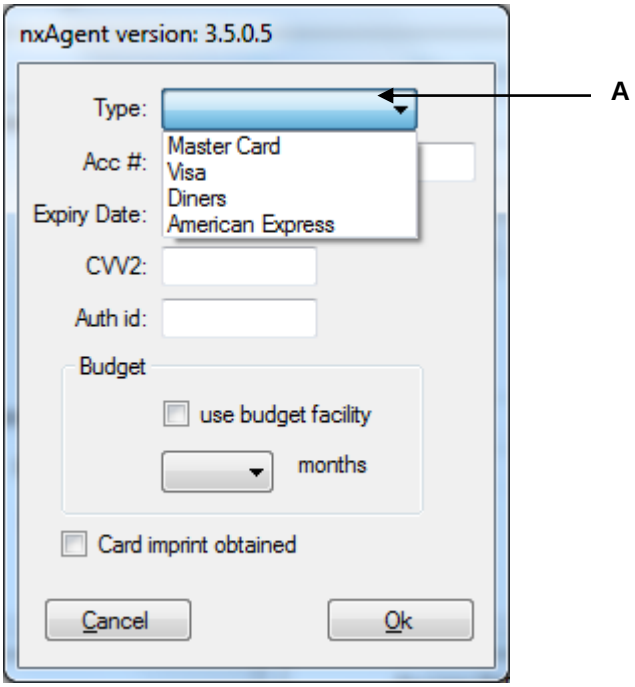


5. Select “Process Card (card not present)”.

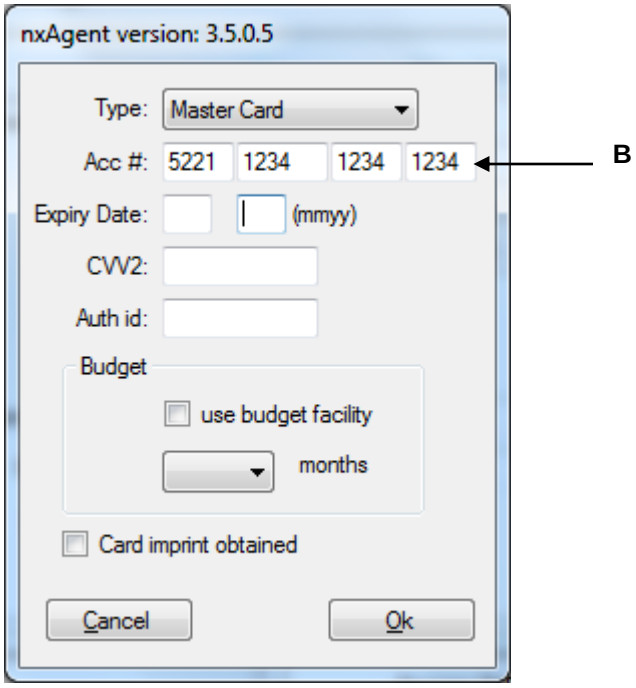


6. A screen will be displayed, prompting the user to enter the card details:

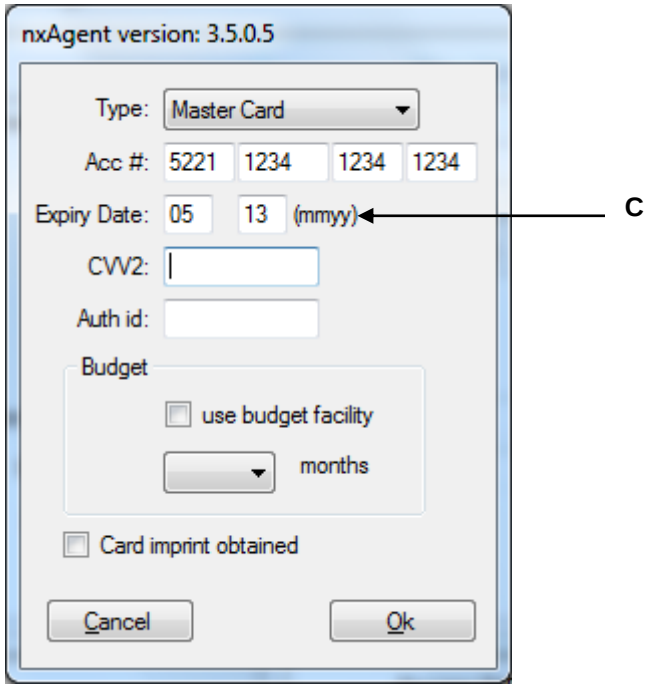
   A. From the drop down menu select the card type



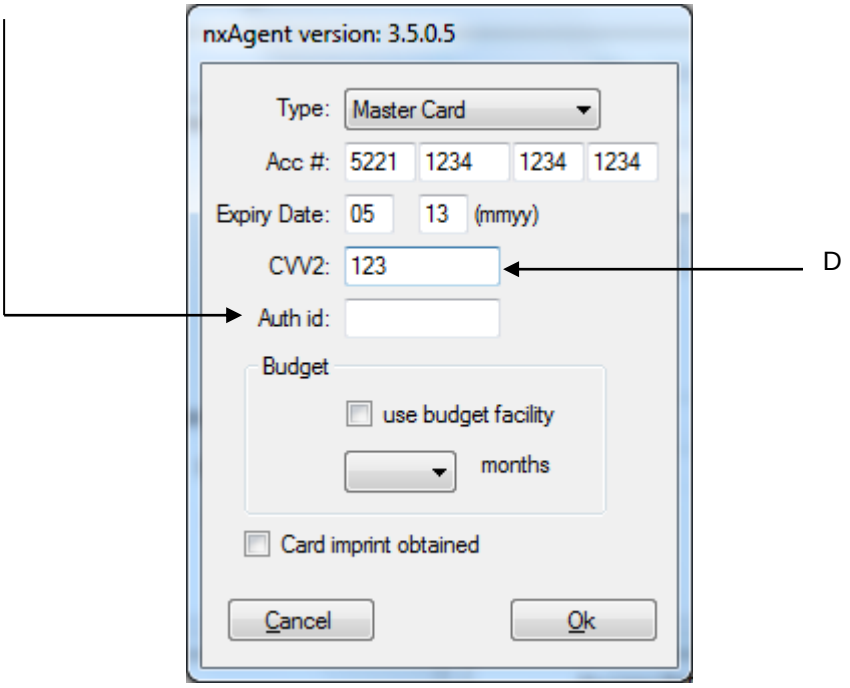
B. Enter the card number



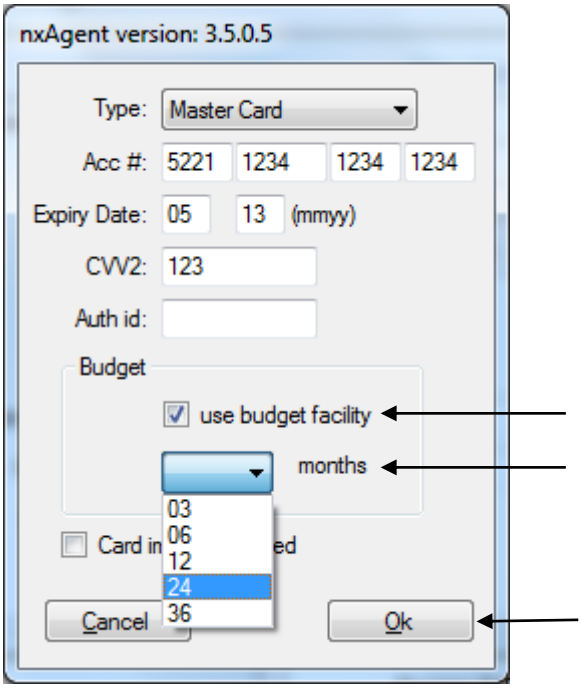
C. Enter the expiry date on the card



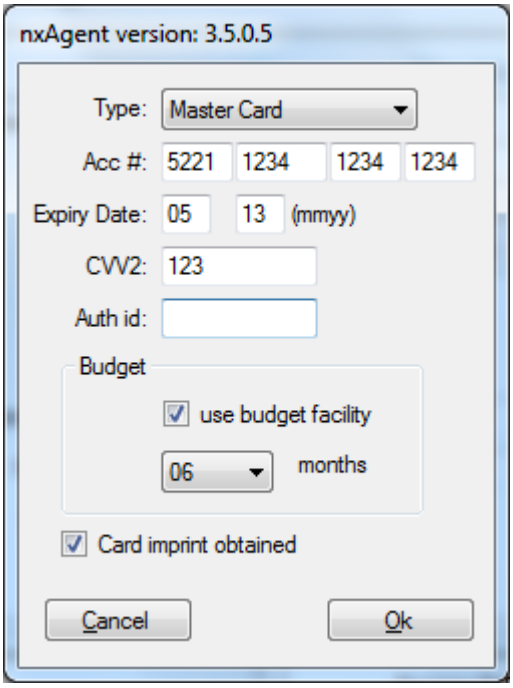
D. Enter the CVV2 (the last 3 numbers on the back of the card)
(Auth id is only when a phone authorization was obtained from the bank – see quicklinks page xx)



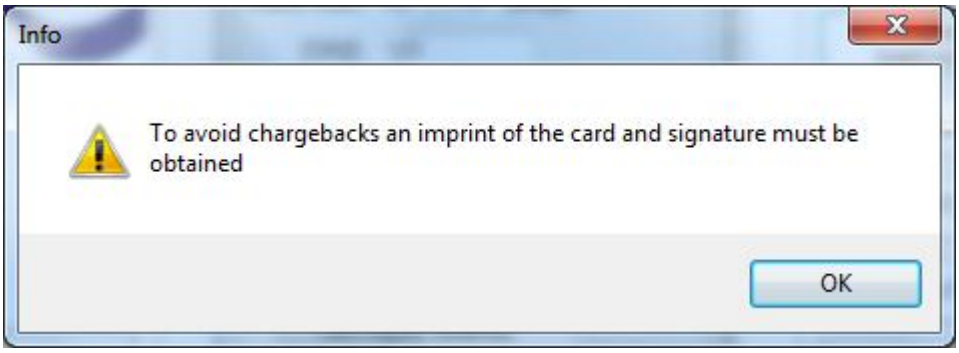
7. For a Budget transaction, tick the "use budget facility" box, and select the number of months for the transaction. Select the Ok button to confirm that you wish continue with the manual transaction. Selecting the Cancel button will cancel the transaction.



8. Select “Card imprint obtained” tick box.



Please Note:
If the tick box is not checked, the following warning message will be displayed.



9. Select the Ok button to confirm that you wish continue with the manual transaction. Selecting the Cancel button will cancel the transaction.

10. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14) NOTE – if the receipt indicates DECLINED the transaction did not complete successfully. (For explanation on decline codes see chapter 17)

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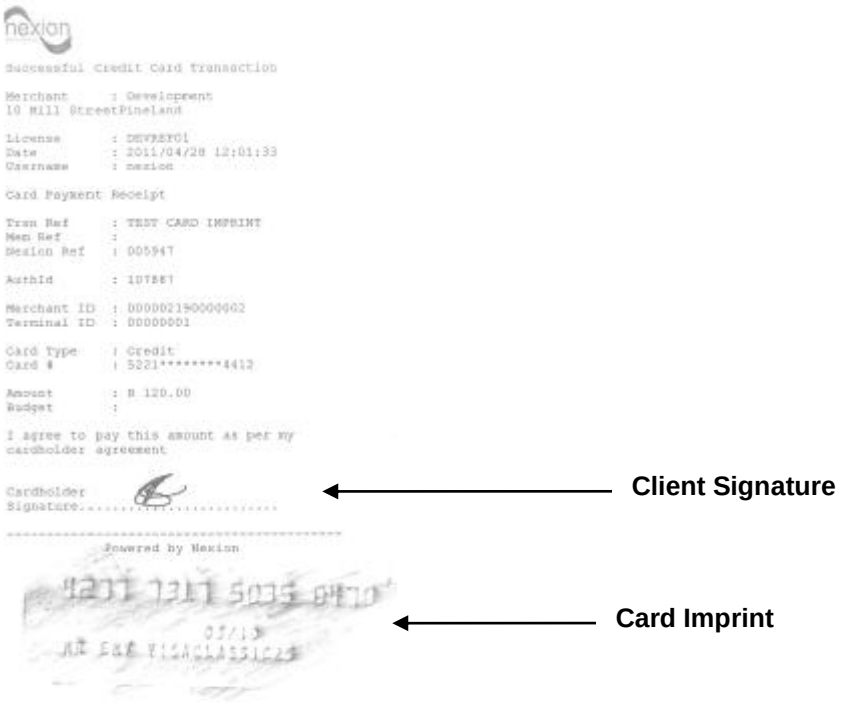
THE MERCHANT RETAINS A SIGNED COPY AS WELL AS AN IMPRINT OF THE CARD (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY

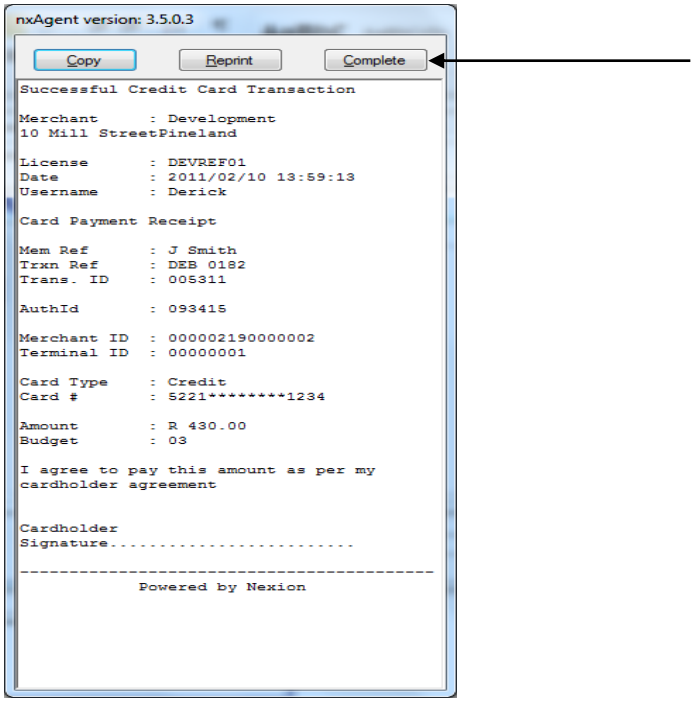


*Note if budget was selected for the transaction, the amount of months should reflect on the receipt

```
Successful Credit Card Transaction

Merchant      : Development
10 Mill StreetPineland

License       : DEVREF01
Date          : 2011/05/16 11:34:56
Username      : nexion

Card Payment Receipt

Trxn Ref      : DEB 01820
Mem Ref       : J Smith
Nexion Ref    : 005999

AuthId        : 120618

Merchant ID   : 000002190000002
Terminal ID   : 00000001

Card Type     : Credit
Card #        : 5221********1233

Amount        : R 430.00
Budget        : 06

I agree to pay this amount as per my
cardholder agreement


Cardholder
Signature.........................

------------------------------------------
            Powered by Nexion
```

11. The receipt will also be displayed on your PC screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint will reprint the receipt. In case of printer malfunction (see chapter 14).



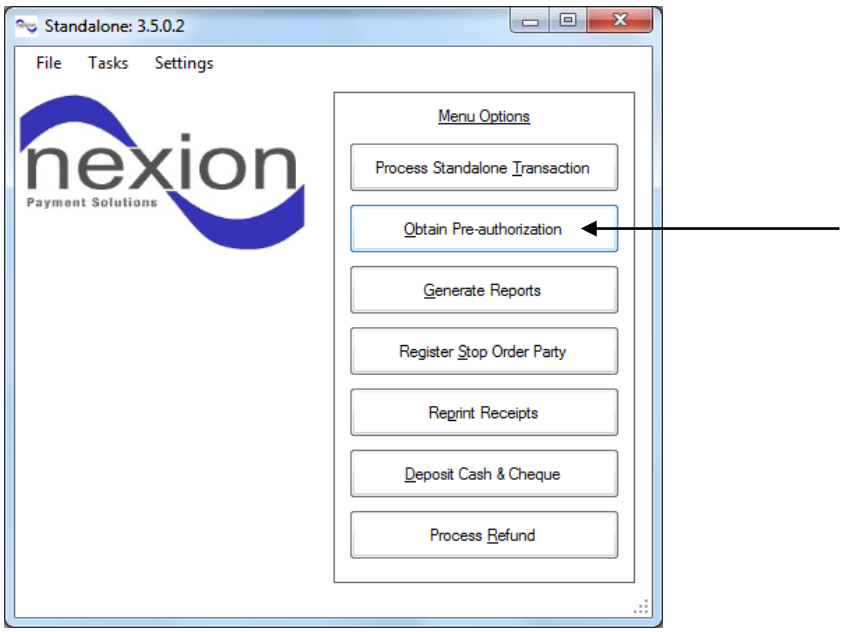
Integrated Users: Successful transactions will post to patient record at this point.

Chapter 5
Obtaining a Pre – Authorization

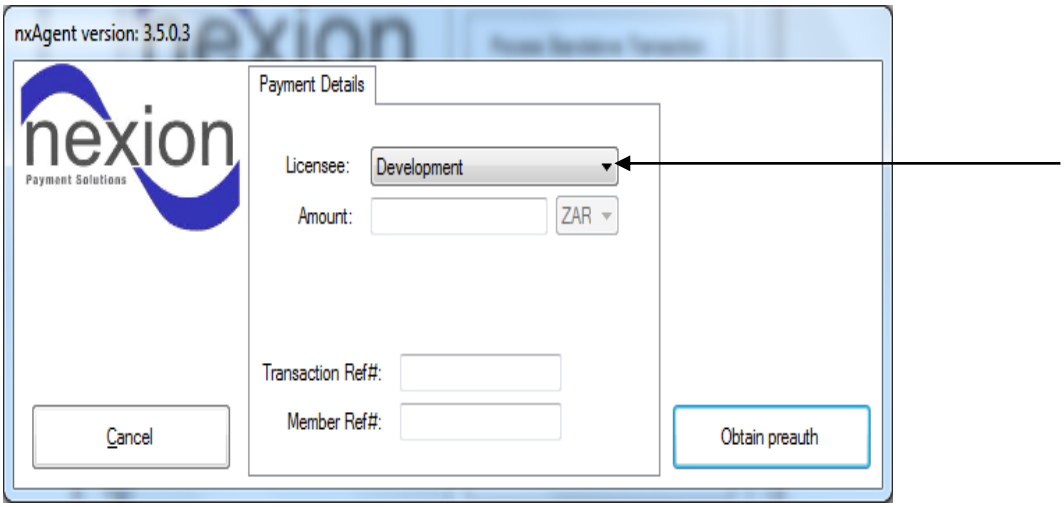
Obtaining a Pre - Authorization allows you to "reserve" funds on a credit card. This feature guarantees funds for 5 to 10 working days. Pre - Auths will allow you to collect shortfalls and to lock in funds on your clients cards prior to services being rendered.
Note that obtaining a pre-authorization only "reserves" the funds on the card; however you will still need to process a payment against the pre-authorization to "settle" the transaction. (see chapter 6)

> **Please Note**:
> Always ensure that your printer is switched on, and has enough paper.

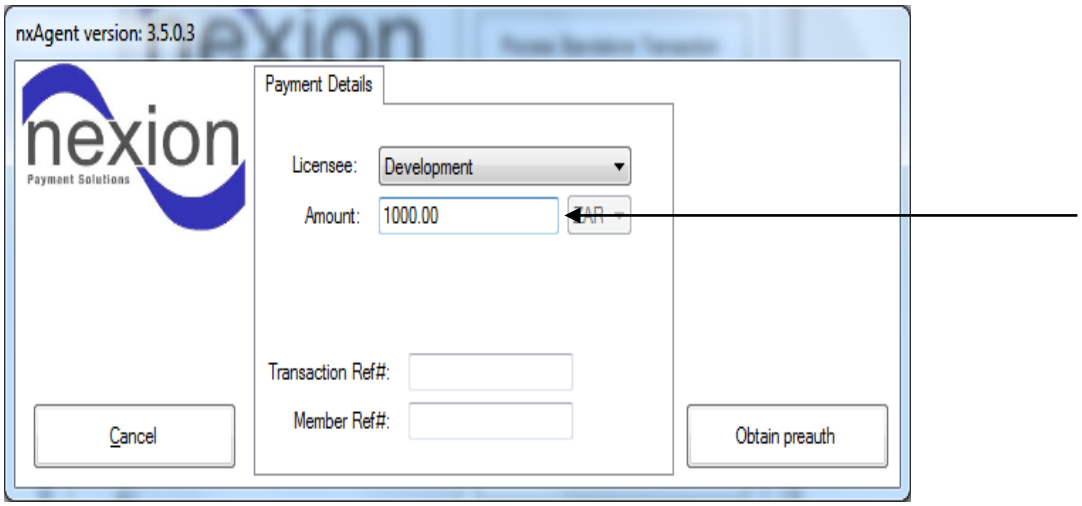
1. From the "Nexion Main Menu" select "Obtain Pre-authorization".



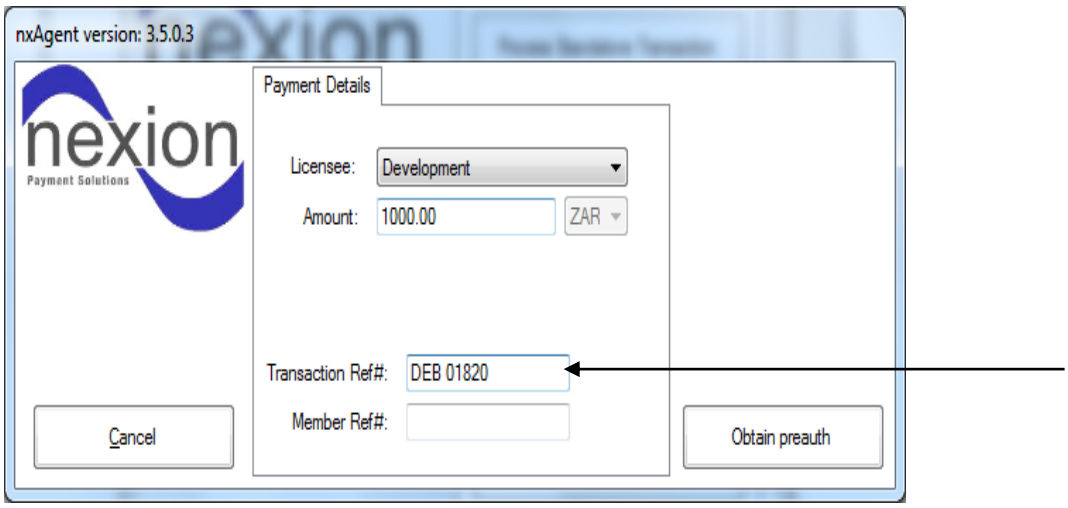
2. Choose a licensee from the drop down box for whom the pre-authorization is being obtained. (If only one merchant is registered at your site; the dropdown will default to the correct merchant.)



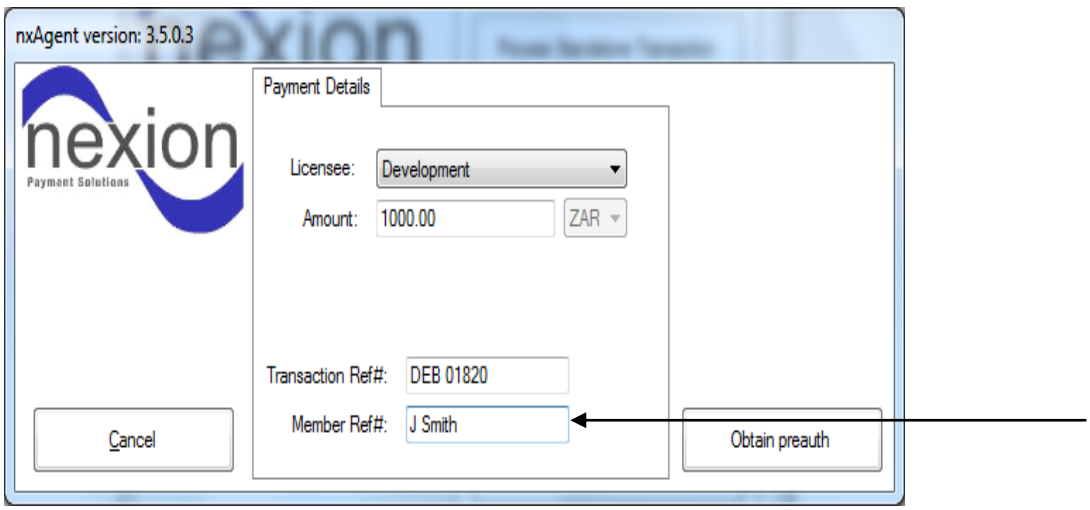
3. Type in the amount of the pre-authorization to be obtained.



4. Type in the Transaction Ref # (This can be an invoice or file number).



5. Type in the Member Ref # (This can be your client's name).
(These references will allow you to identify the transaction on your reports and reprint receipts)



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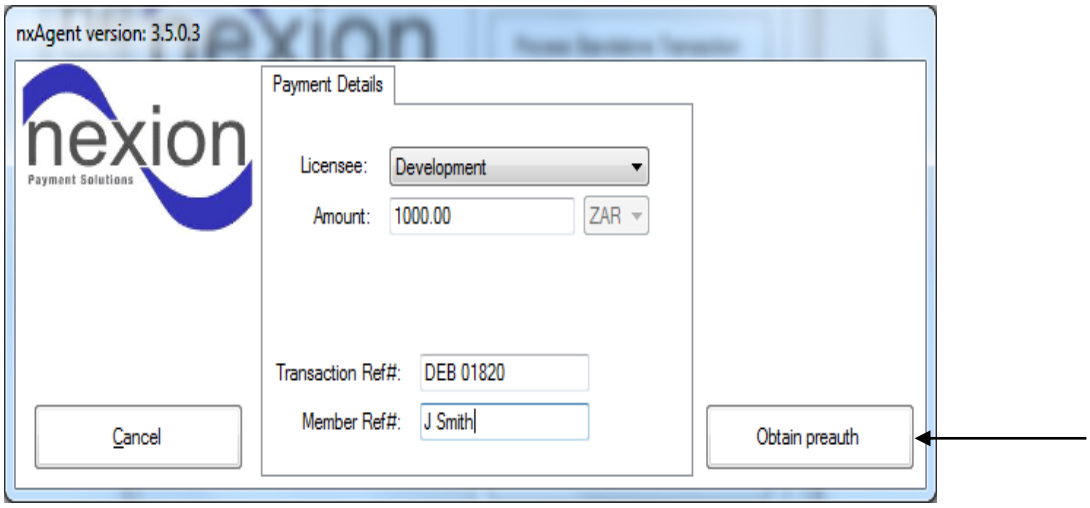
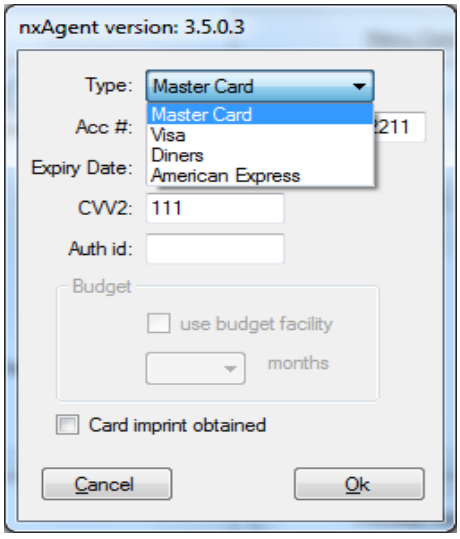
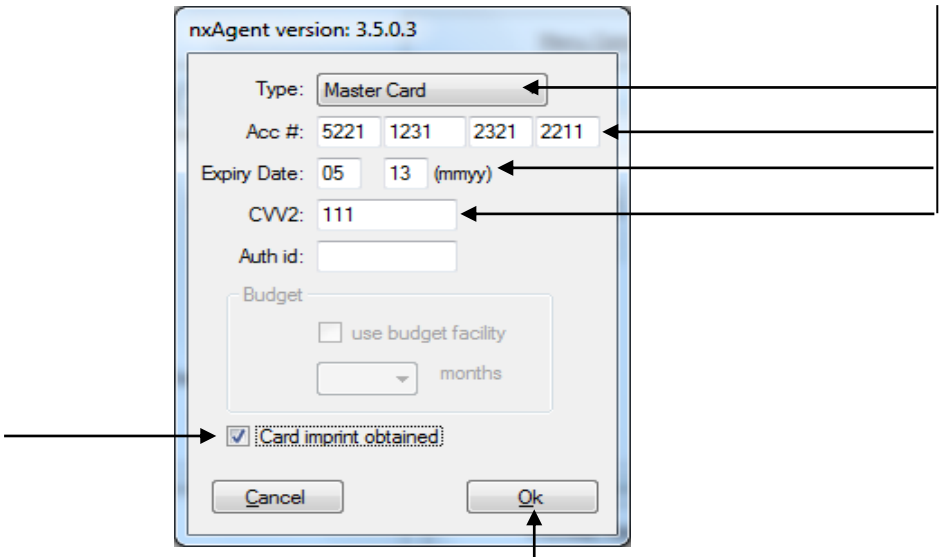
6. Select “Obtain Pre- Auth”.



7. From the drop down list select the card type to be processed

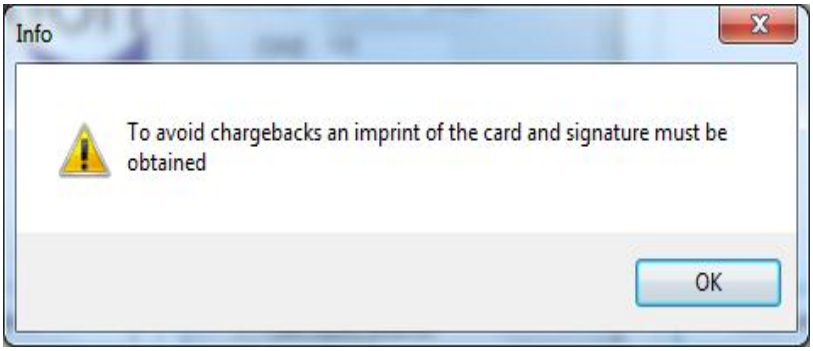


8. Enter the card details as indicated and tick the box that says “Card imprint obtained”

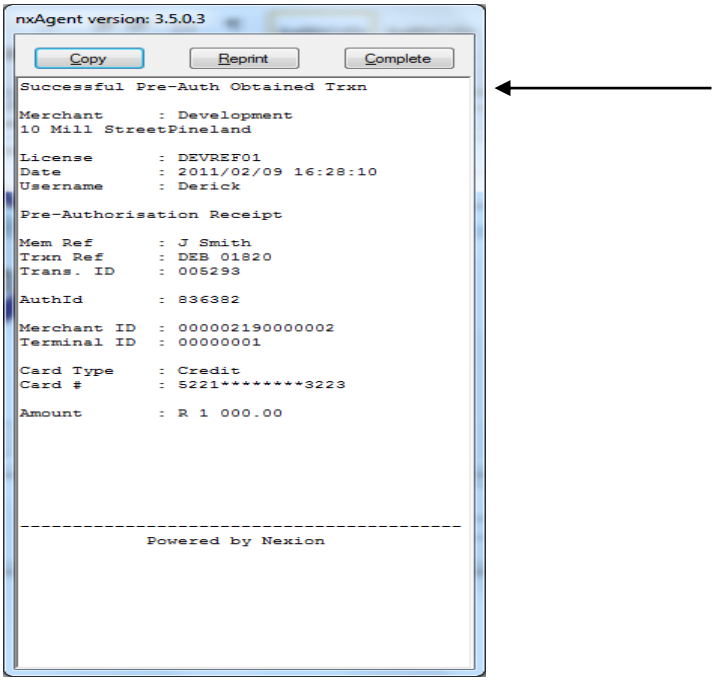


9. Select <OK> to process transaction

Please Note
If the box is not ticked the following info message will be displayed, warning the user to make an imprint of the card and to keep a signed copy of the receipt.

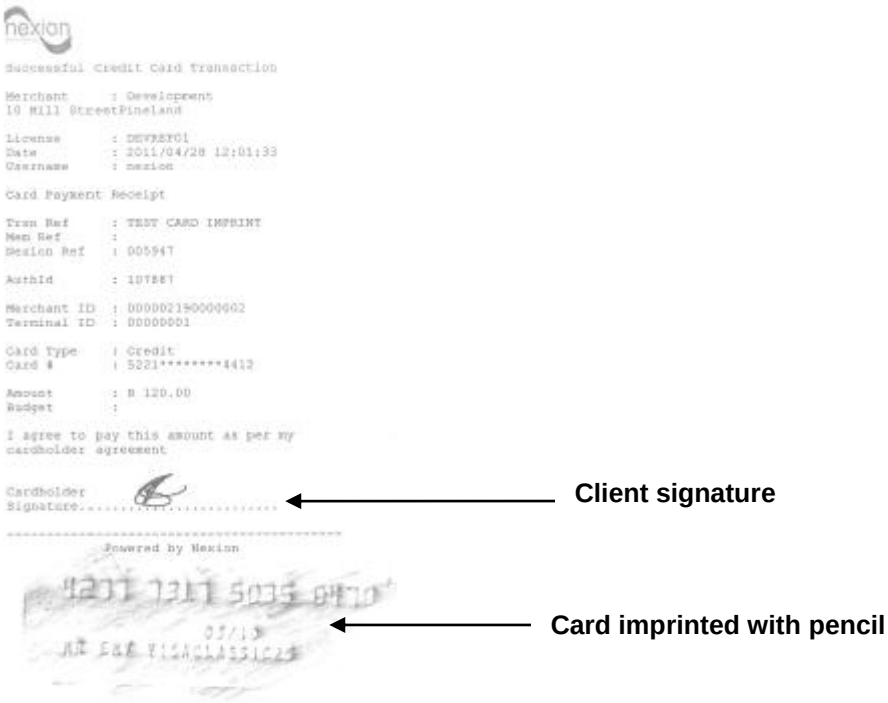


10. Once the transaction is complete a “Successful Pre-Auth Obtained Trxn” receipt will be printed



11. File the receipt in an “Unallocated/Outstanding Pre-auth” file, until the settlement takes place.

THE MERCHANT RETAINS A SIGNED COPY AS WELL AS AN IMPRINT OF THE CARD (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY.



Chapter 6

Processing a Pre-Authorization

Processing a credit card Pre-Auth is the "payment leg" of a pre-auth obtained up to 10 days prior. (See chapter 4 - obtaining a pre – authorization).
Nexion allows you to receipt your Card transactions that have been processed by your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

All card payments are receipted on NEXION (date processed). Card transactions will remain in status pending until paid to your bank account 48 hours later.

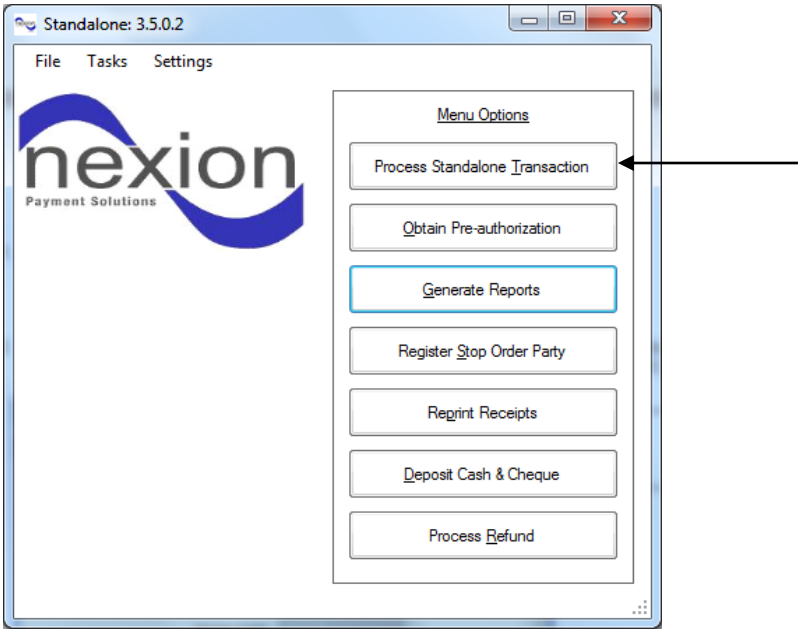
- Integrated users process transactions on the practice management system.
- Non-integrated users receipt all transactions using Nexion standalone module only.

PROCESSING CARD PAYMENTS AGAINST A PRE - AUTHORIZATION

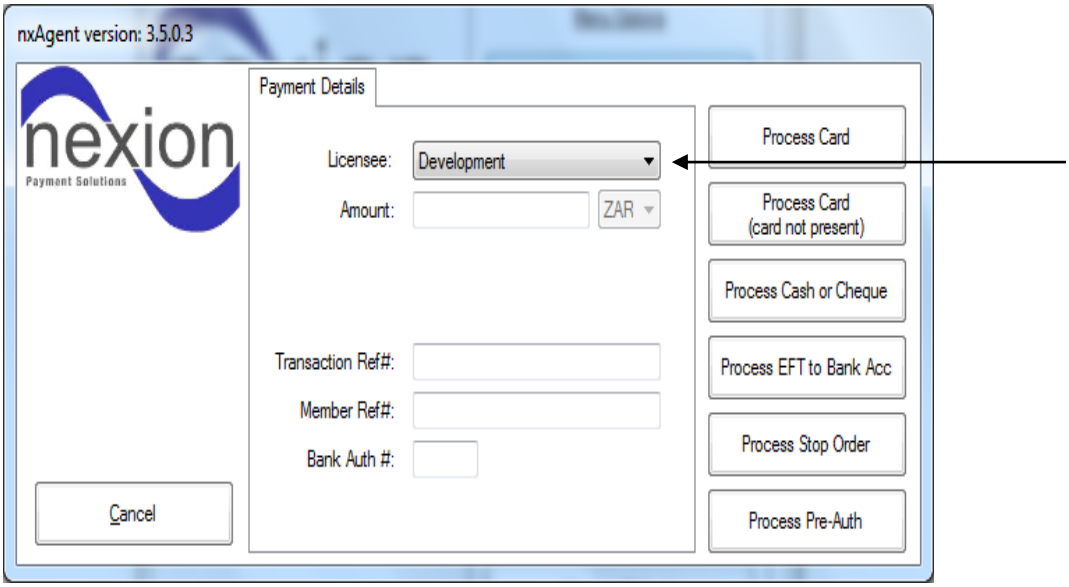
- Standalone Users follow Step 1- 8 to process a Pre – Auth transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  GoodX

> **Please Note**:
> Always ensure that your printer is switched on, and has enough paper.

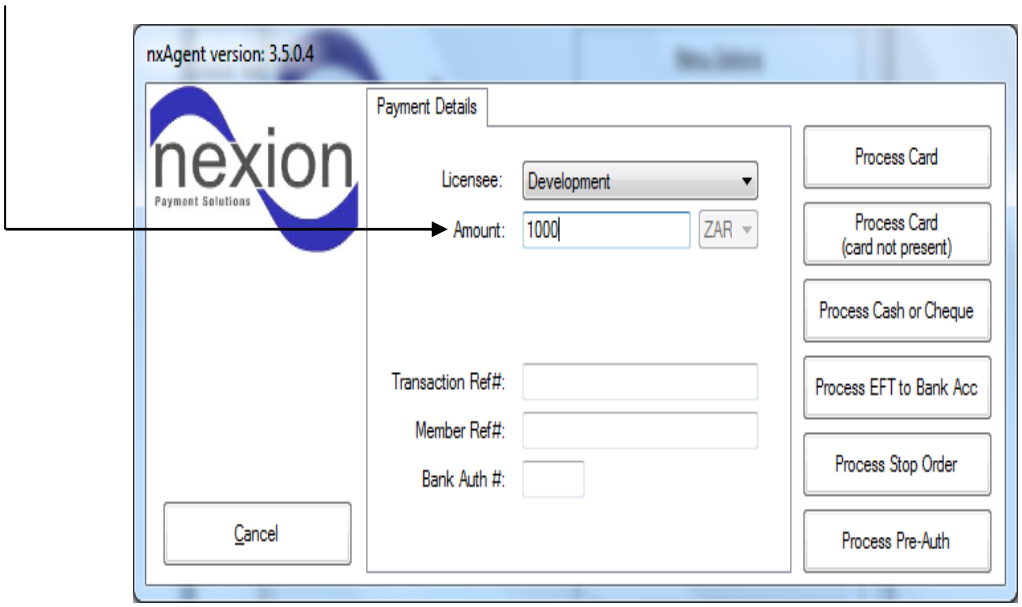
1. From the "Nexion Main Menu" select "Process Standalone Transaction".



2. Choose a licensee to be credited on this pre - auth from the drop down box. (If only one licensee is registered at your site, drop down will default to the correct merchant.)



3. Type in the amount to be settled against the Pre-Auth amount (amount may not exceed original pre-auth amount)



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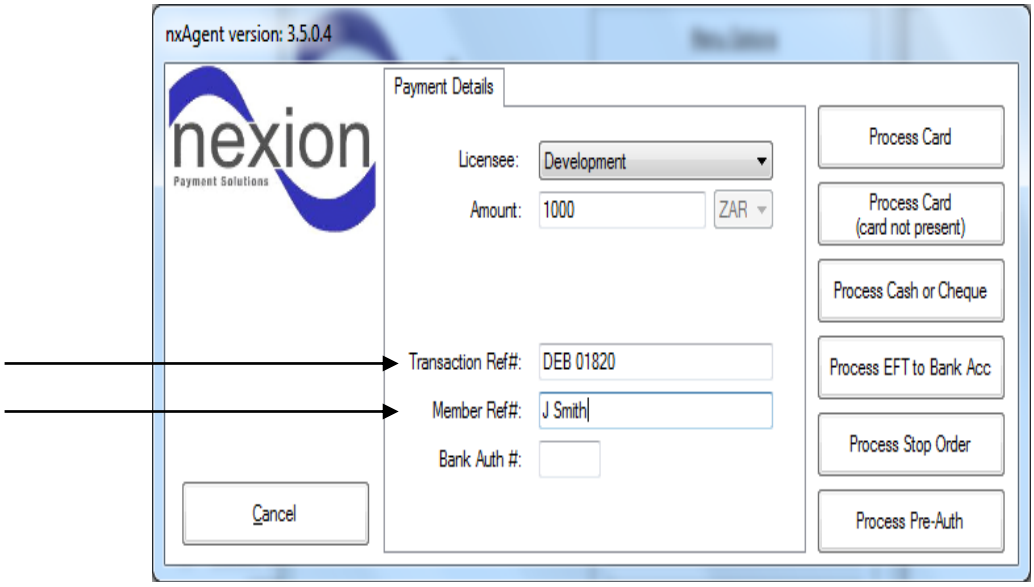
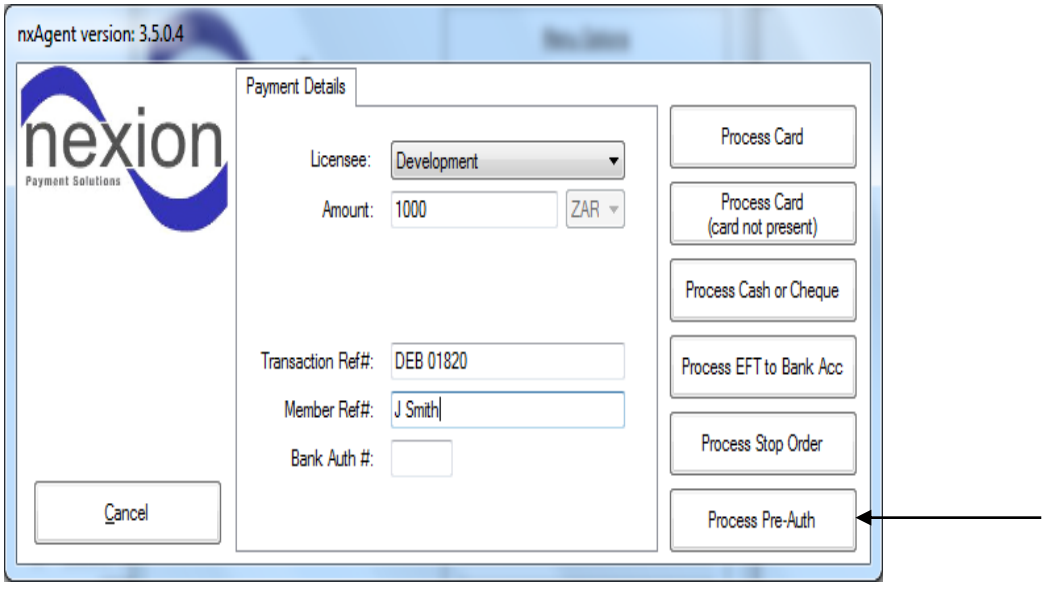
4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #: This can be your client's name. (These references will allow you to identify the transaction on your reports and reprint receipts

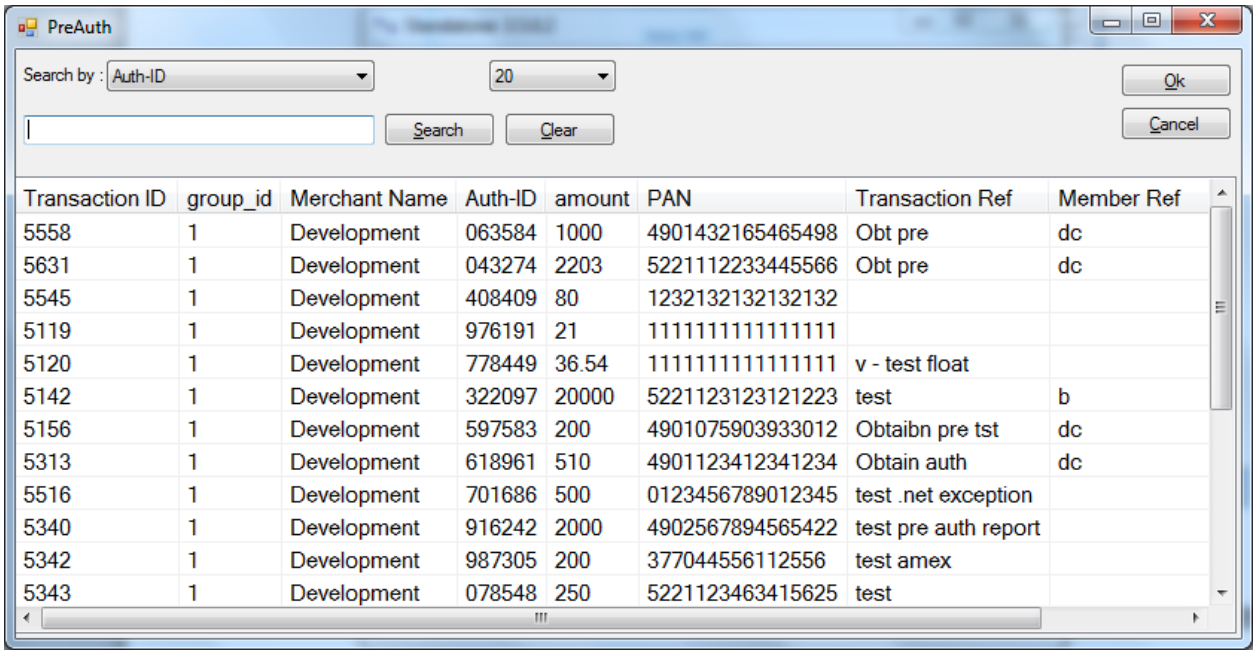
Integrated Users start at this point, Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.



5. Select the Process Pre-Auth button

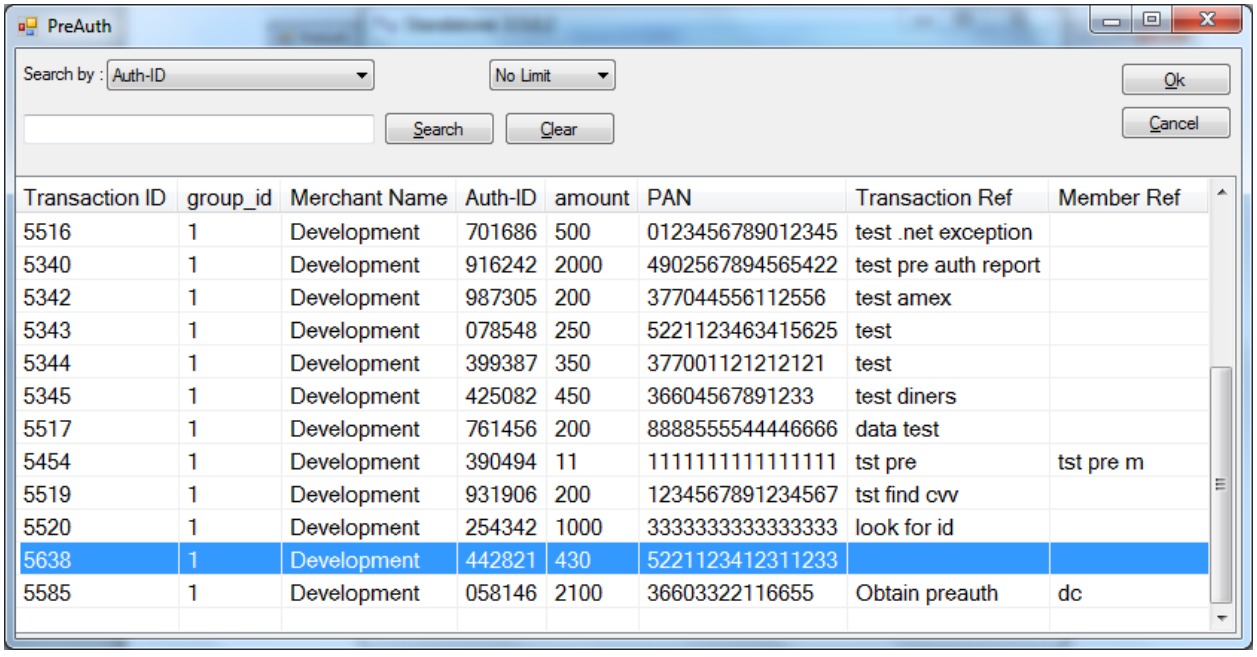


6. A Pre – Auth search screen will be displayed



Transaction ID	group_id	Merchant Name	Auth-ID	amount	PAN	Transaction Ref	Member Ref
5558	1	Development	063584	1000	4901432165465498	Obt pre	dc
5631	1	Development	043274	2203	5221112233445566	Obt pre	dc
5545	1	Development	408409	80	1232132132132132		
5119	1	Development	976191	21	1111111111111111		
5120	1	Development	778449	36.54	1111111111111111	v - test float	
5142	1	Development	322097	20000	5221123123121223	test	b
5156	1	Development	597583	200	4901075903933012	Obtaibn pre tst	dc
5313	1	Development	618961	510	4901123412341234	Obtain auth	dc
5516	1	Development	701686	500	0123456789012345	test .net exception	
5340	1	Development	916242	2000	4902567894565422	test pre auth report	
5342	1	Development	987305	200	377044556112556	test amex	
5343	1	Development	078548	250	5221123463415625	test	

7. Select the pre – auth to be processed from the search list



Transaction ID	group_id	Merchant Name	Auth-ID	amount	PAN	Transaction Ref	Member Ref
5516	1	Development	701686	500	0123456789012345	test .net exception	
5340	1	Development	916242	2000	4902567894565422	test pre auth report	
5342	1	Development	987305	200	377044556112556	test amex	
5343	1	Development	078548	250	5221123463415625	test	
5344	1	Development	399387	350	377001121212121	test	
5345	1	Development	425082	450	36604567891233	test diners	
5517	1	Development	761456	200	8888555544446666	data test	
5454	1	Development	390494	11	1111111111111111	tst pre	tst pre m
5519	1	Development	931906	200	1234567891234567	tst find cvv	
5520	1	Development	254342	1000	3333333333333333	look for id	
5638	1	Development	442821	430	5221123412311233		
5585	1	Development	058146	2100	36603322116655	Obtain preauth	dc

Please Note:
If the amount processed is greater than the Pre – Authorization obtained, an error message will display the maximum amount allowed to process the Pre – Authorization.

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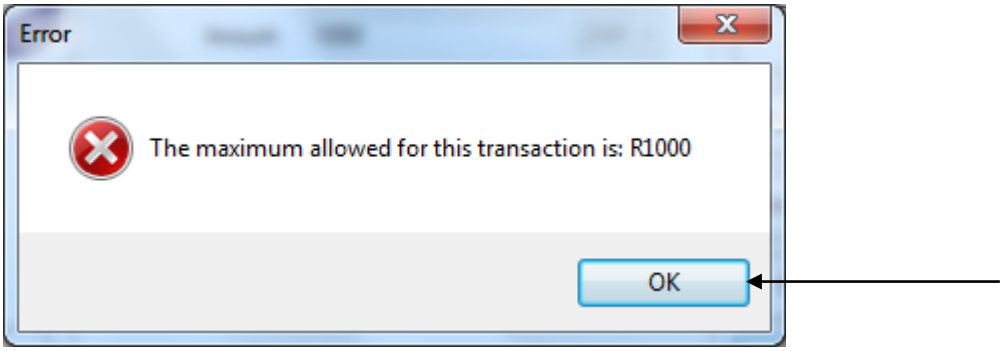
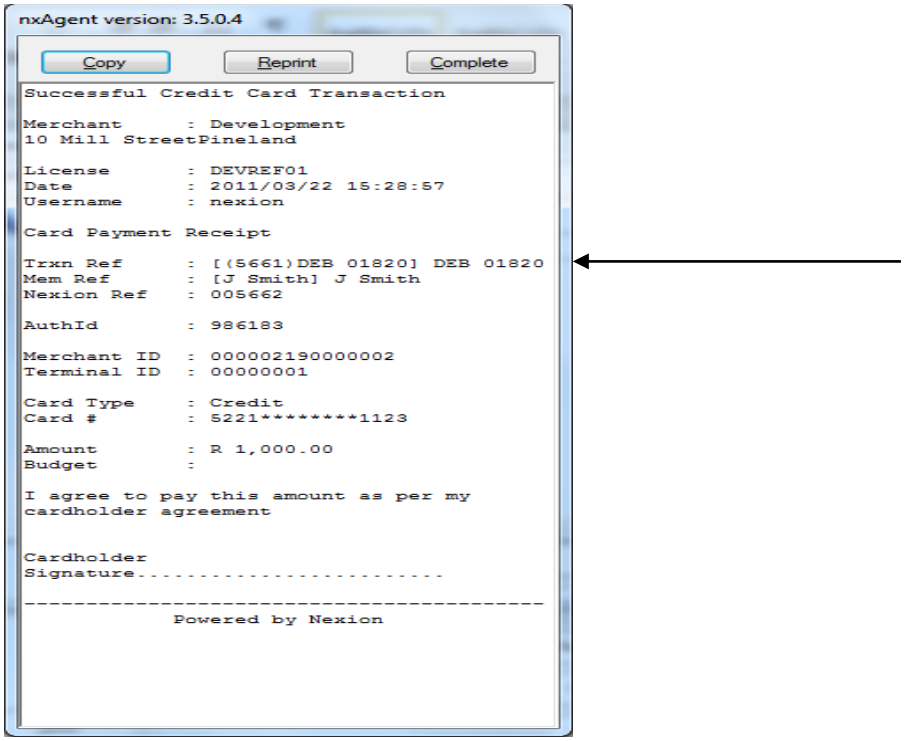
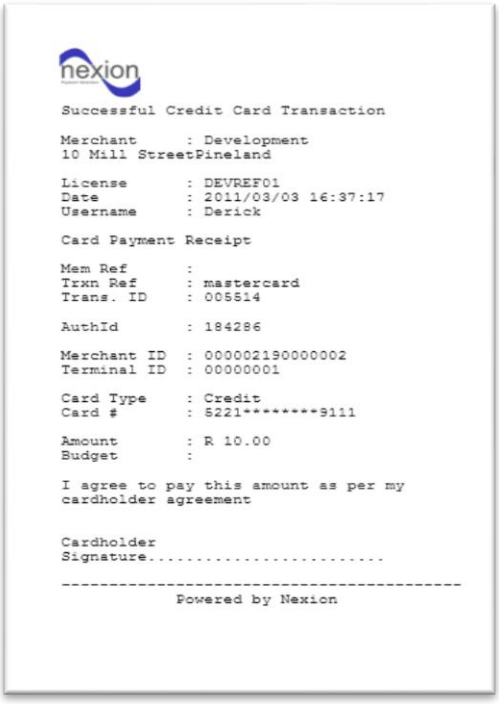


***Note that the receipt will have the original Pre – Auths Trxn ref, Member Ref & Nexion Ref in brackets**



11. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14)
NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
(For explanation of decline codes see Chapter 17)



Successful Credit Card Transaction

Merchant : Development
10 Mill StreetPineland

License : DEVREF01
Date : 2011/03/03 16:37:17
Username : Derick

Card Payment Receipt

Mem Ref :
Trxn Ref : mastercard
Trans. ID : 005514

AuthId : 184286

Merchant ID : 000002190000002
Terminal ID : 00000001

Card Type : Credit
Card # : 5221********9111

Amount : R 10.00
Budget :

I agree to pay this amount as per my
cardholder agreement

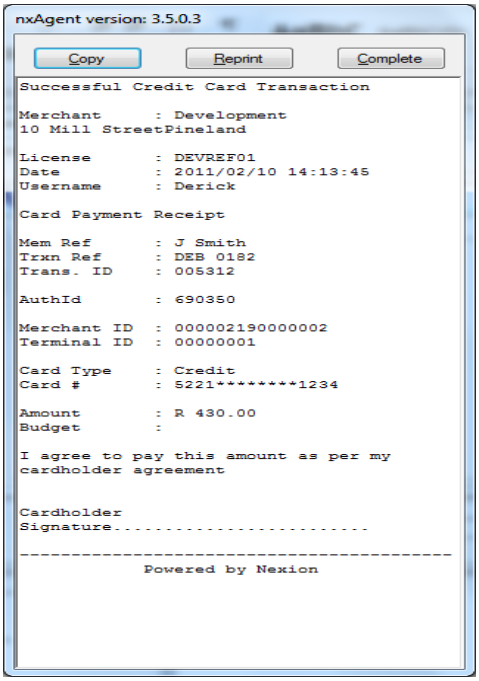
Cardholder
Signature.....

Powered by Nexion

THE MERCHANT RETAINS A SIGNED COPY AS WELL AS AN IMPRINT OF THE CARD (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY

12. The receipt will also be displayed on your PC screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated users: Successful transactions will post to patient record at this point.

Chapter 7

Processing – Cash or Cheque Transactions

Nexion allows you to receipt your Cash and Cheque's that have been paid at your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

Both Cash and Cheque payments are receipted on NEXION on receipt from client. WE assume that you deposit cash on a daily basis.

- Integrated users can receipt Cash & Cheque transactions and post to the practice management system through the integration module. Unidentified Cheque's are receipted using the Nexion standalone module, and posted when they are identified. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. Posting can be done from the receipts OR the submission report.
  When posting manually take care to post to the date funds were received.

- Non-integrated users receipt all Cheque's using Nexion standalone module.

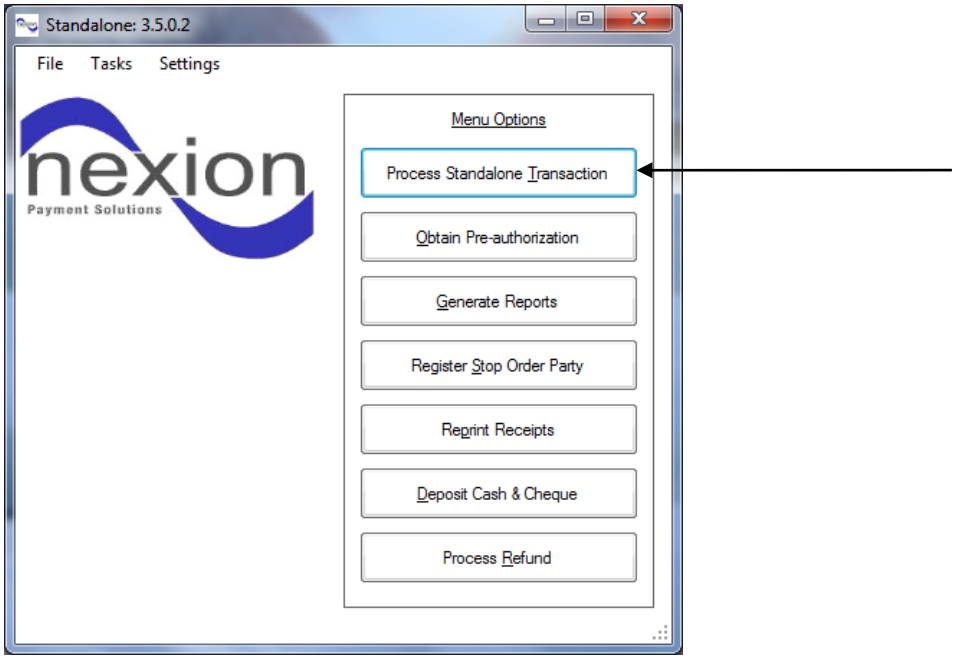
In order to determine cash-on-hand, print a submission report for transaction type "CASH" with from date being the day after last deposit through today's date.

PROCESSING CASH AND CHEQUE PAYMENTS

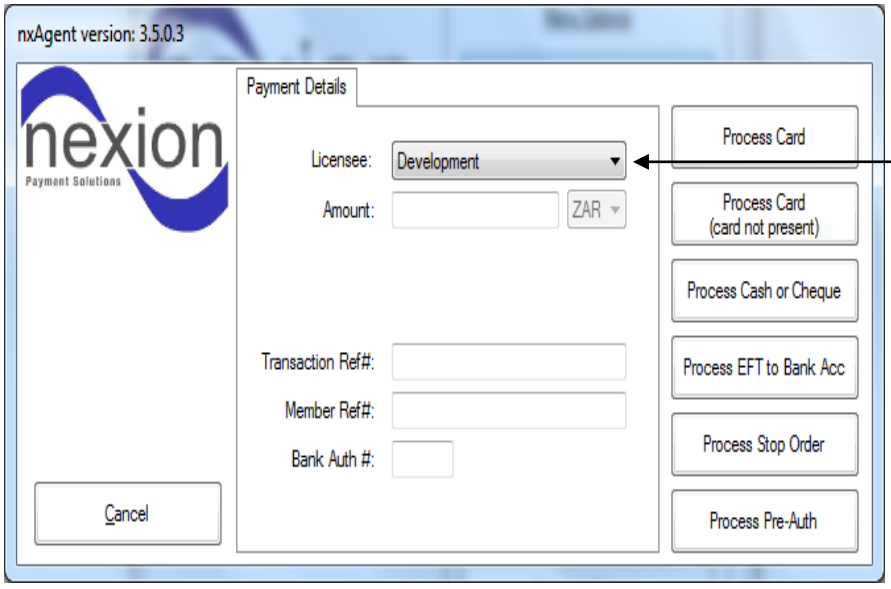
- Standalone Users follow Step 1- 6 to process a cash transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  GoodX
  Vericlaim

> **Please Note**:
> Always ensure that your printer is switched on, and has enough paper.

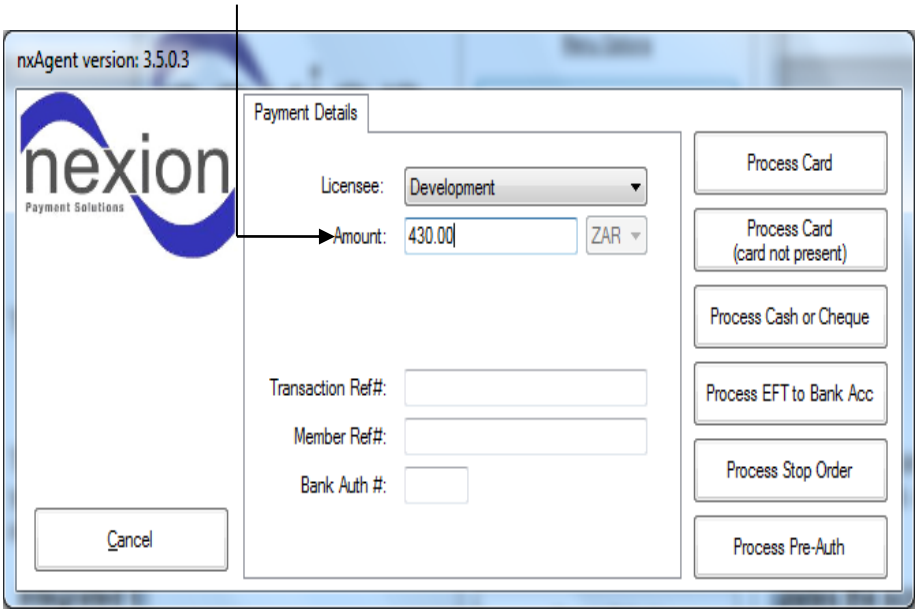
1. From the “Nexion Main Menu” select “Process Standalone Transaction”.



2. Choose the appropriate licensee to be credited for this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)

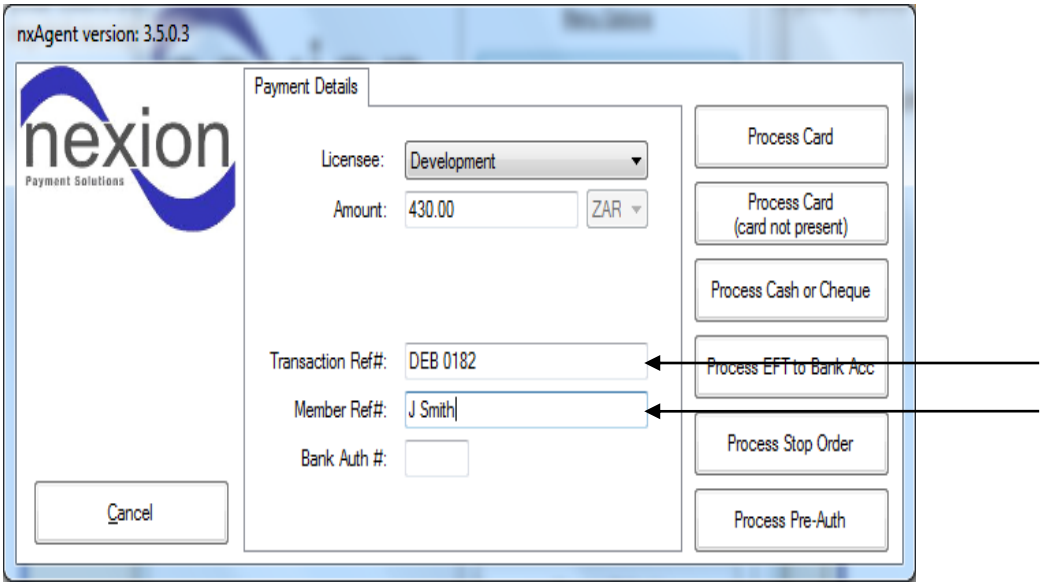


1. Type in transaction amount



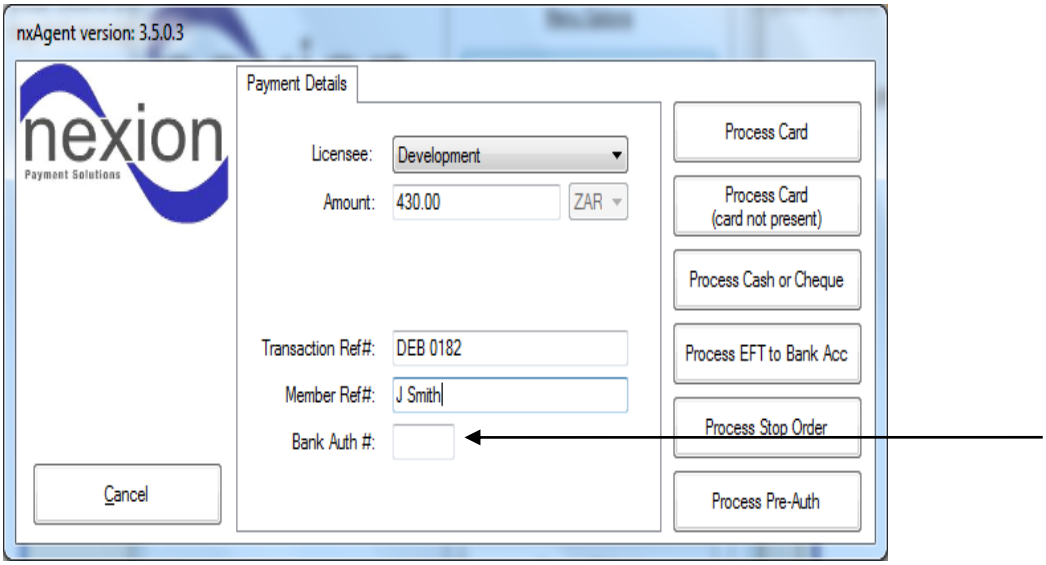
4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprint receipts).

   Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

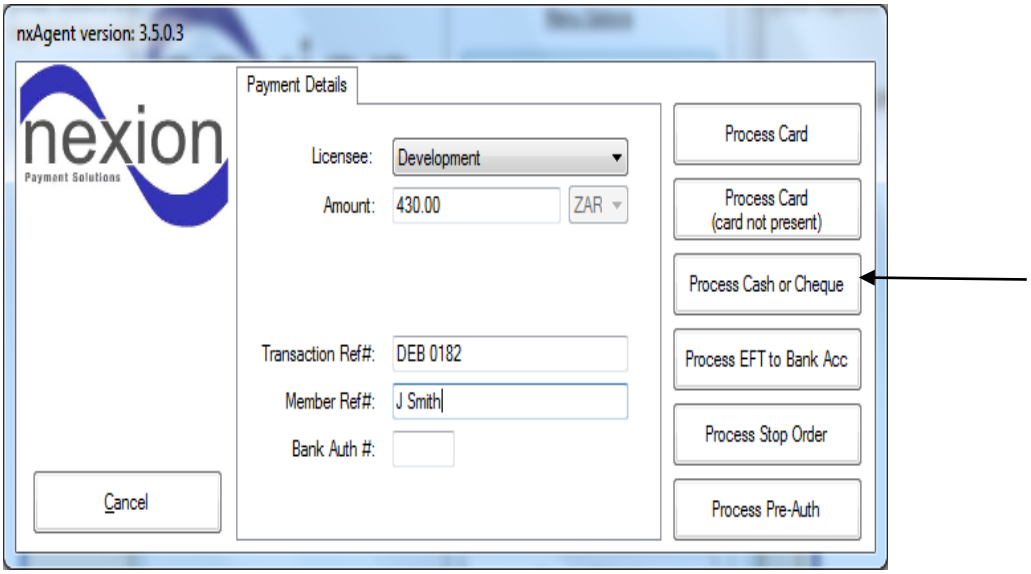


Please note

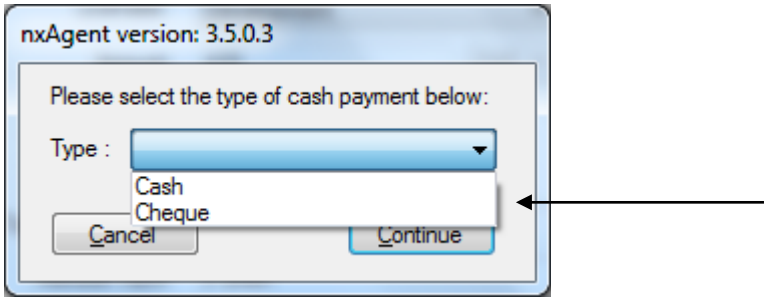
The Bank Auth# field info is NOT required for cash payments.



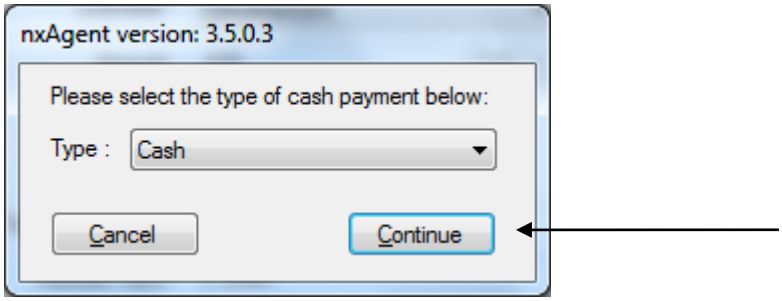
5. Select “Process Cash or Cheque”.



6. Select type of cash payment from the drop down list.



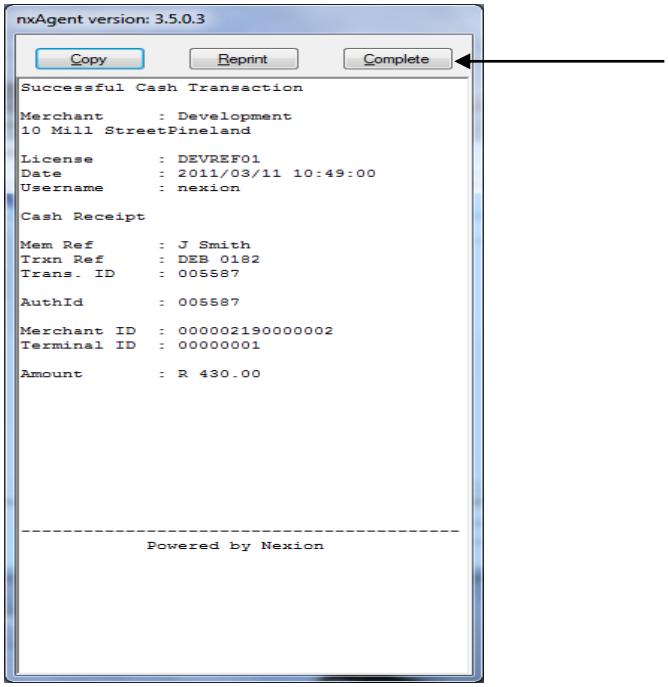
7. Select <Continue> to process the transaction.



8. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14)
   NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
   (For explanation of decline codes see Chapter 17)

9. The receipt will also be displayed on your screen, to post/finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated Users: Successful transactions will post to patient record at this point.

Chapter 8
Cash Deposit Function

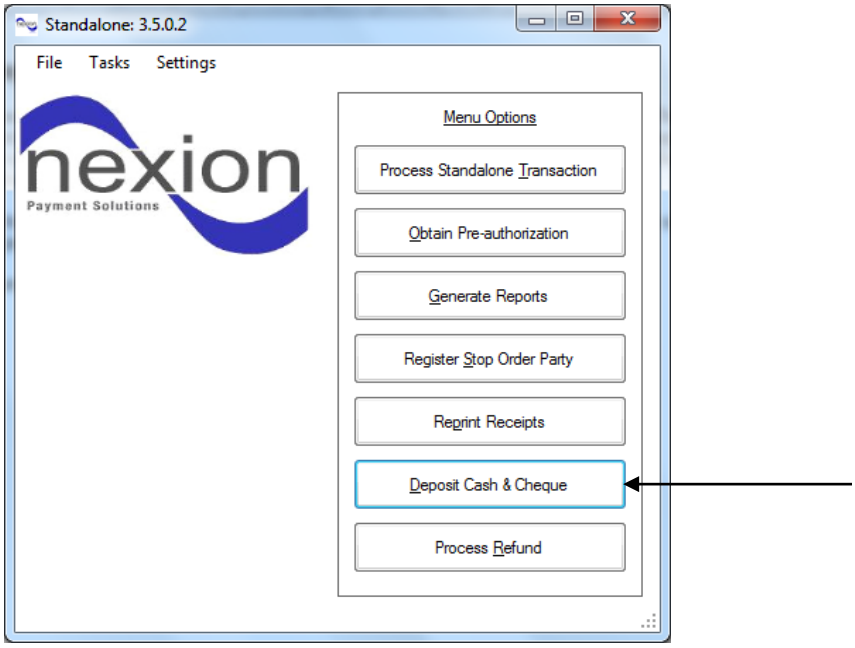
Nexion allows you to receipt your Cash and Cheque's that have been paid at your cashier. The Cash Deposit function allows you to do a "cash up" of your till at your convenience and to print a deposit detail report to compare to your deposit slips.

- Cash and Cheque transactions will **remain pending** until the deposit function is used.
- When processing a deposit the **status** of deposited transactions will change from pending to paid.
- The **expected** pay date will **change** to the deposit date so that paid cash reflects the correct date on Bank Recon report.

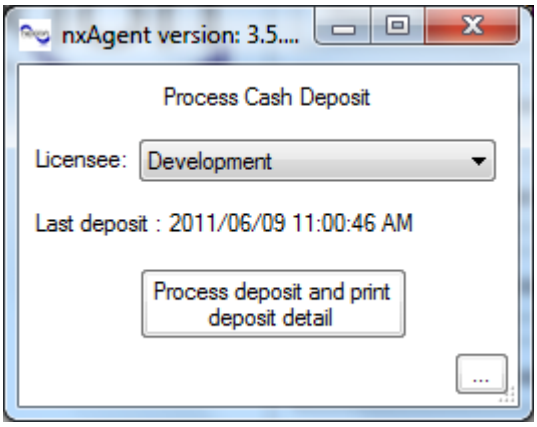
Should you need to recreate a report for a specific period; a Submission report can be generated.

.

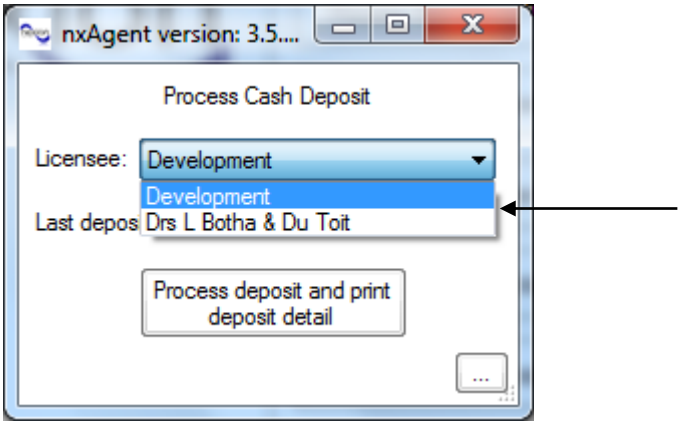
1. From the "Nexion Main Menu" select "Deposit Cash & Cheque".



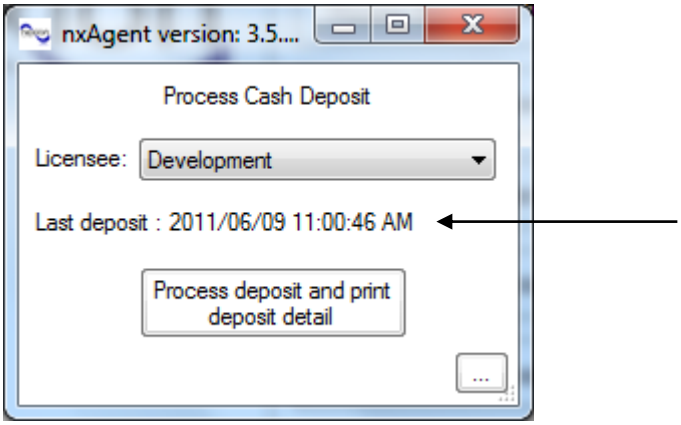
2. The "Process Cash Deposit" screen will be displayed.



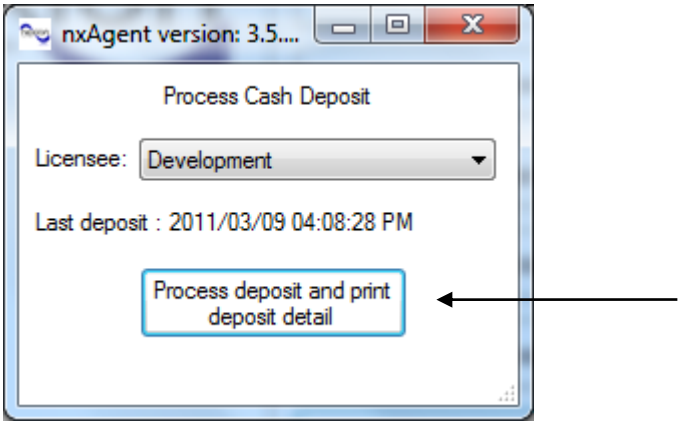
3. Choose the appropriate licensee to be deposited (If only one licensee is registered at your site, drop down will default to the correct licensee).



4. The date and time of your last deposit will be displayed.



5. Select the “Process deposit and print deposit detail” button.



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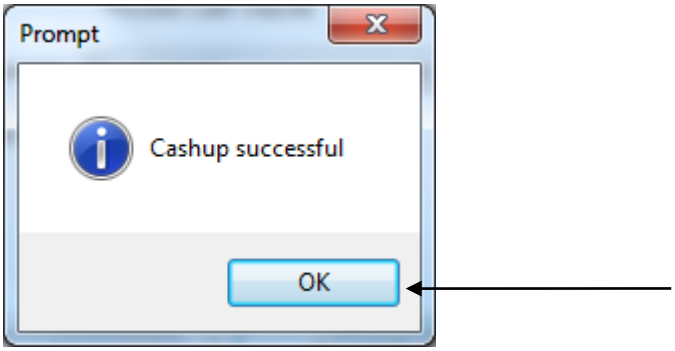
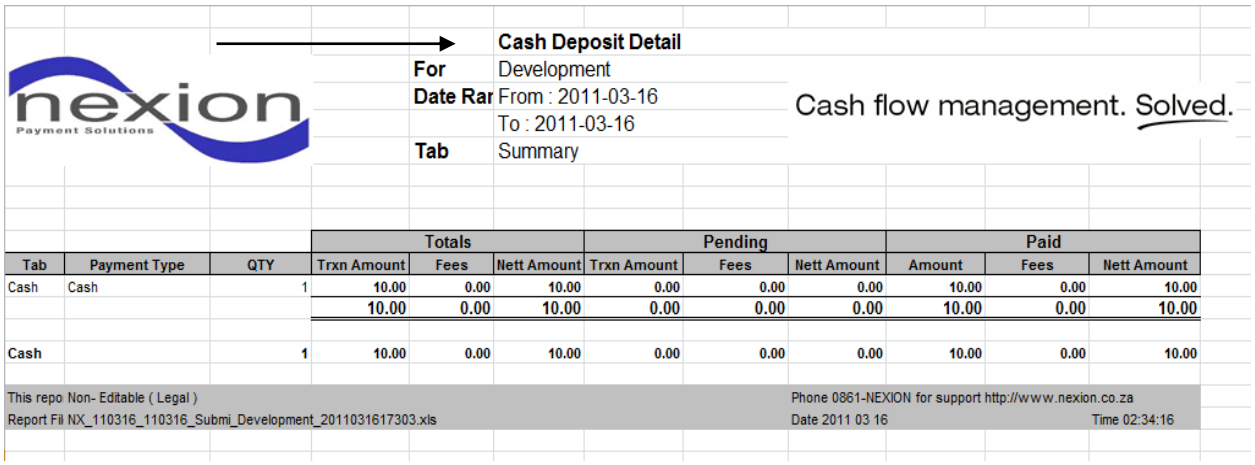
6. A “Cashup successful” screen will be displayed, select <OK>



7. A **Cash Deposit Detail** report will automatically generate and be displayed on your screen (Defaults to Summary Tab)



Cash Deposit Detail
For Development
Date Rar From : 2011-03-16
To : 2011-03-16
Tab Summary

Cash flow management. Solved.

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
Cash	Cash	1	10.00	0.00	10.00	0.00	0.00	0.00	10.00	0.00	10.00
			10.00	0.00	10.00	0.00	0.00	0.00	10.00	0.00	10.00
Cash		1	10.00	0.00	10.00	0.00	0.00	0.00	10.00	0.00	10.00

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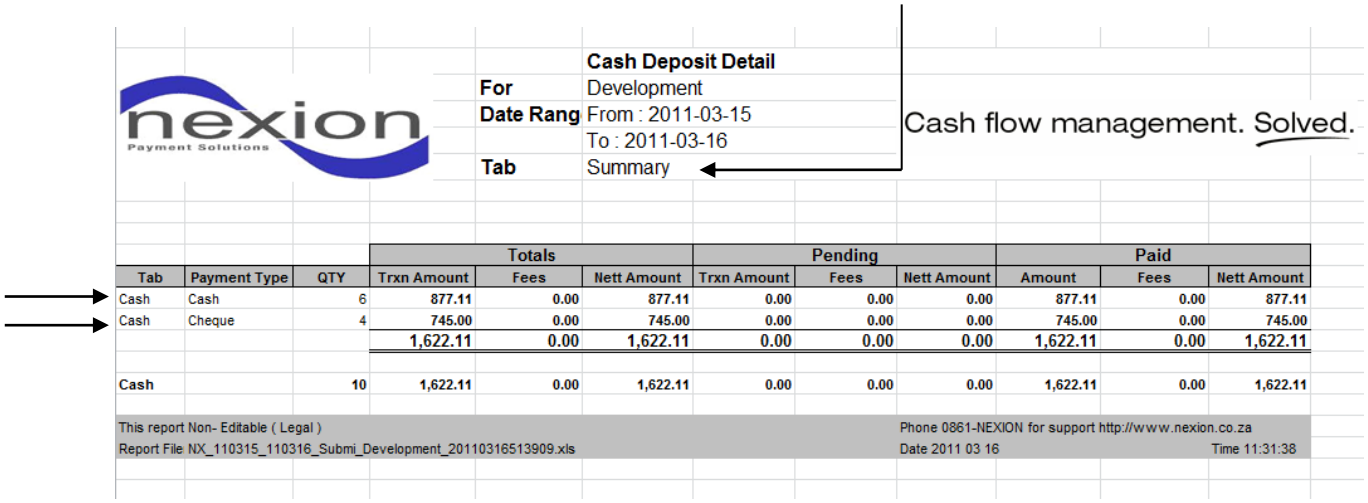
8. The Summary Tab summarises the cash and cheque transactions captured for the date range selected



Cash Deposit Detail
For Development
Date Rang From : 2011-03-15
To : 2011-03-16
Tab Summary

Cash flow management. Solved.

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
Cash	Cash	6	877.11	0.00	877.11	0.00	0.00	0.00	877.11	0.00	877.11
Cash	Cheque	4	745.00	0.00	745.00	0.00	0.00	0.00	745.00	0.00	745.00
			1,622.11	0.00	1,622.11	0.00	0.00	0.00	1,622.11	0.00	1,622.11
Cash		10	1,622.11	0.00	1,622.11	0.00	0.00	0.00	1,622.11	0.00	1,622.11

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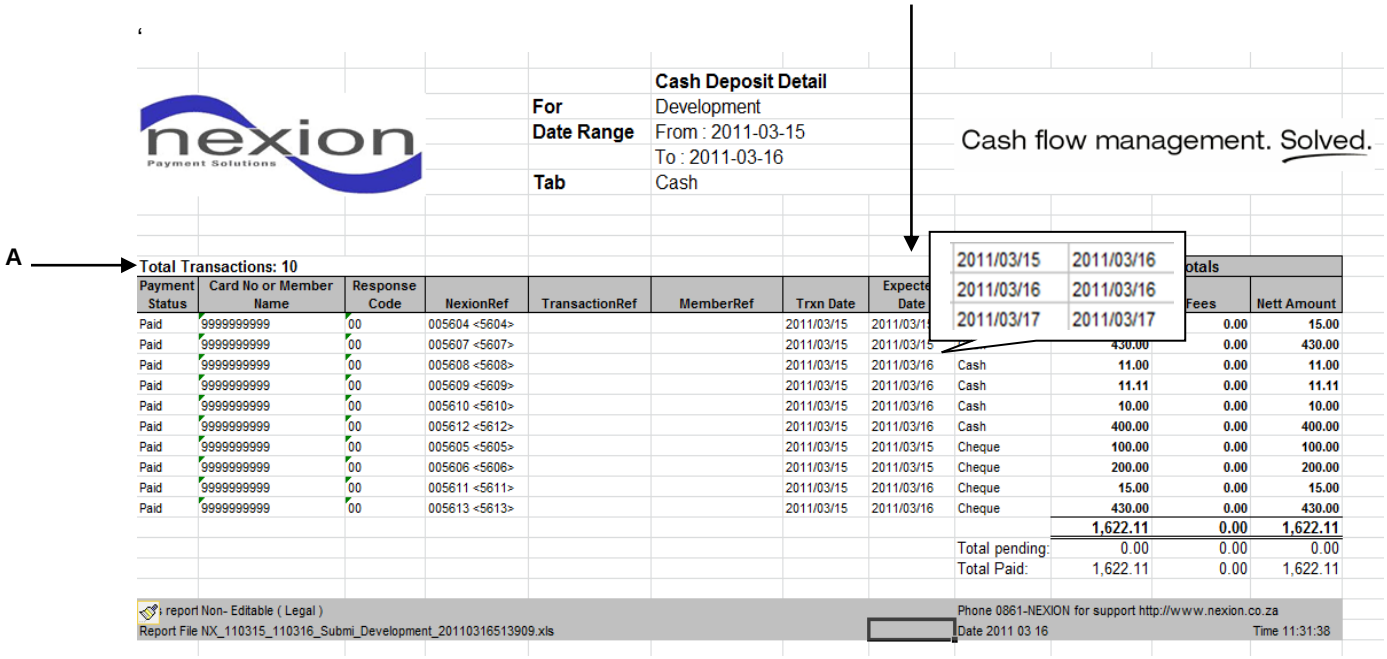
9. The Cash Tab provides a complete breakdown of all cash and cheque transactions deposited:

A. Payment Status - As soon as a deposit is recorded the transaction status will change from pending to paid
B. The Expected date changes to the date the deposit was “cashed up”



Cash Deposit Detail

For	Development
Date Range	From : 2011-03-15
	To : 2011-03-16
Tab	Cash

Cash flow management. Solved.

2011/03/15	2011/03/16
2011/03/16	2011/03/16
2011/03/17	2011/03/17

A

Total Transactions: 10

Payment Status	Card No or Member Name	Response Code	NexionRef	TransactionRef	MemberRef	Trxn Date	Expected Date	TrxnType	Totals Trxn Amount	Fees	Nett Amount
Paid	9999999999	00	005604 <5604>			2011/03/15	2011/03/15			0.00	15.00
Paid	9999999999	00	005607 <5607>			2011/03/15	2011/03/15		430.00	0.00	430.00
Paid	9999999999	00	005608 <5608>			2011/03/15	2011/03/16	Cash	11.00	0.00	11.00
Paid	9999999999	00	005609 <5609>			2011/03/15	2011/03/16	Cash	11.11	0.00	11.11
Paid	9999999999	00	005610 <5610>			2011/03/15	2011/03/16	Cash	10.00	0.00	10.00
Paid	9999999999	00	005612 <5612>			2011/03/15	2011/03/16	Cash	400.00	0.00	400.00
Paid	9999999999	00	005605 <5605>			2011/03/15	2011/03/15	Cheque	100.00	0.00	100.00
Paid	9999999999	00	005606 <5606>			2011/03/15	2011/03/15	Cheque	200.00	0.00	200.00
Paid	9999999999	00	005611 <5611>			2011/03/15	2011/03/16	Cheque	15.00	0.00	15.00
Paid	9999999999	00	005613 <5613>			2011/03/15	2011/03/16	Cheque	430.00	0.00	430.00
									1,622.11	0.00	1,622.11
								Total pending:	0.00	0.00	0.00
								Total Paid:	1,622.11	0.00	1,622.11

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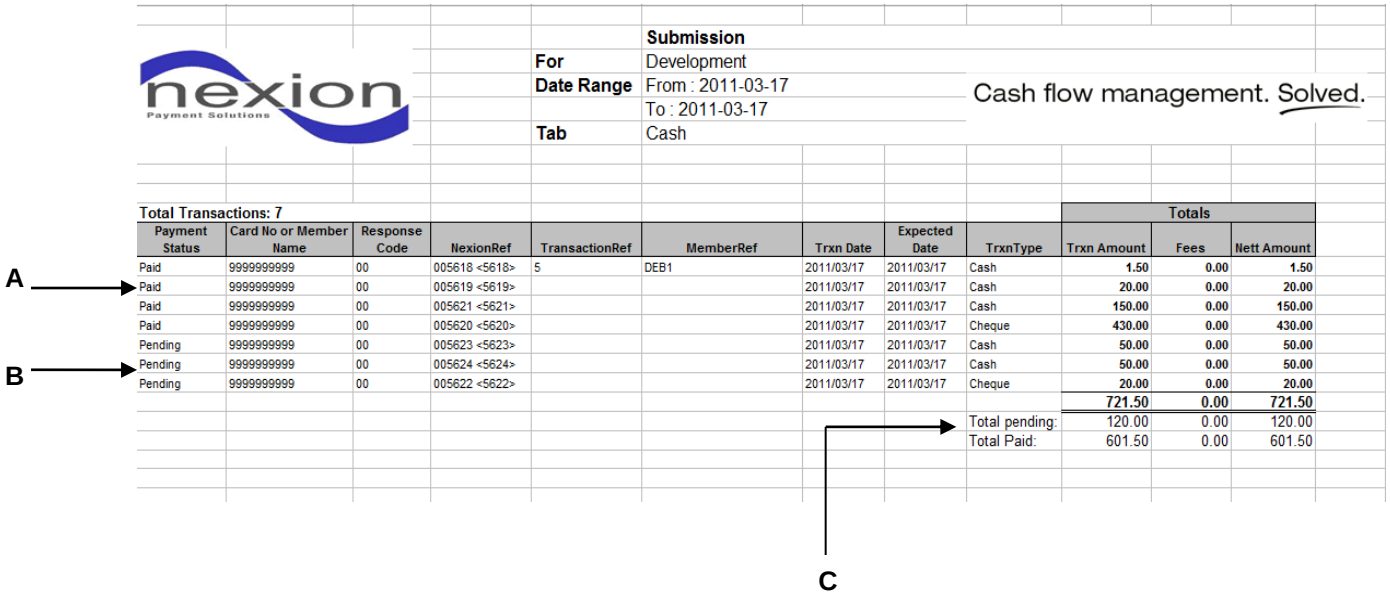
Any transactions done after cash up will remain pending until such time when the next deposit is recorded:

A. Deposited transactions status’s have been changed to paid
B. Transactions recorded after deposit will remain pending until next cash up
C. A breakdown of pending and paid totals will be reflected



Submission

For	Development
Date Range	From : 2011-03-17
	To : 2011-03-17
Tab	Cash

Cash flow management. Solved.

A

B

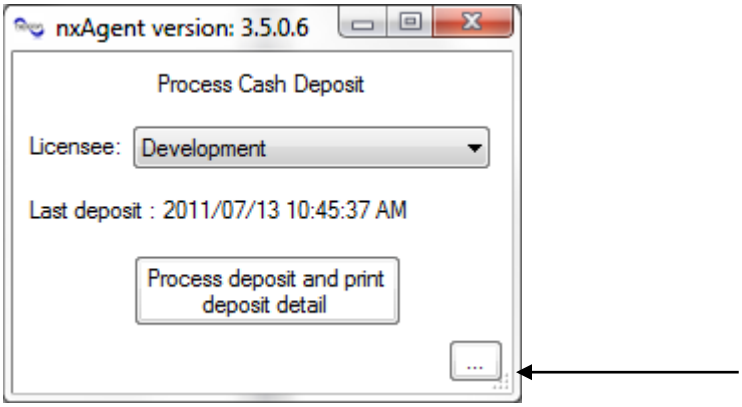
Total Transactions: 7

Payment Status	Card No or Member Name	Response Code	NexionRef	TransactionRef	MemberRef	Trxn Date	Expected Date	TrxnType	Totals Trxn Amount	Fees	Nett Amount
Paid	9999999999	00	005618 <5618>	5	DEB1	2011/03/17	2011/03/17	Cash	1.50	0.00	1.50
Paid	9999999999	00	005619 <5619>			2011/03/17	2011/03/17	Cash	20.00	0.00	20.00
Paid	9999999999	00	005621 <5621>			2011/03/17	2011/03/17	Cash	150.00	0.00	150.00
Paid	9999999999	00	005620 <5620>			2011/03/17	2011/03/17	Cheque	430.00	0.00	430.00
Pending	9999999999	00	005623 <5623>			2011/03/17	2011/03/17	Cash	50.00	0.00	50.00
Pending	9999999999	00	005624 <5624>			2011/03/17	2011/03/17	Cash	50.00	0.00	50.00
Pending	9999999999	00	005622 <5622>			2011/03/17	2011/03/17	Cheque	20.00	0.00	20.00
									721.50	0.00	721.50
								Total pending:	120.00	0.00	120.00
								Total Paid:	601.50	0.00	601.50

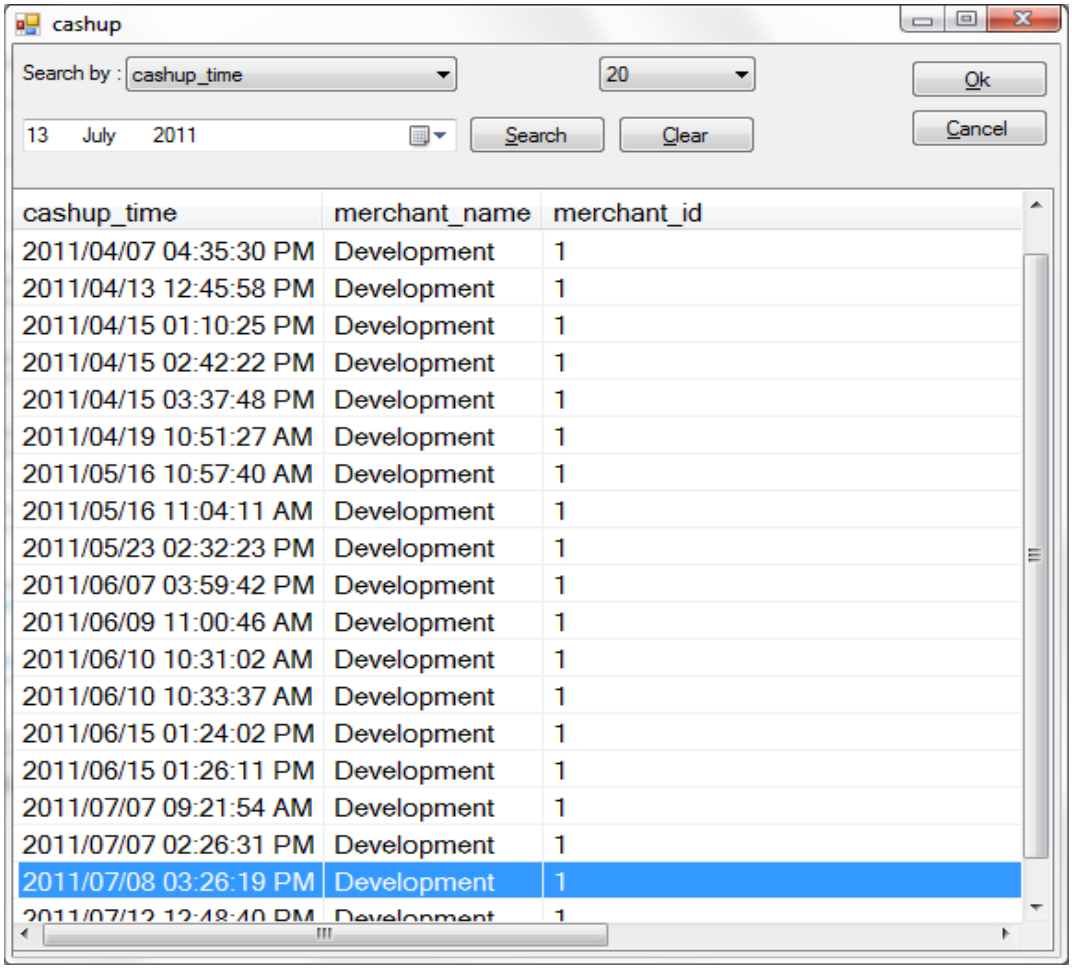
C

Record of previous deposits

1. The user can also check the record of all deposits done by clicking the button at the bottom of the Cash Deposit screen.



2. A screen will be displayed, showing the record of all deposits done.



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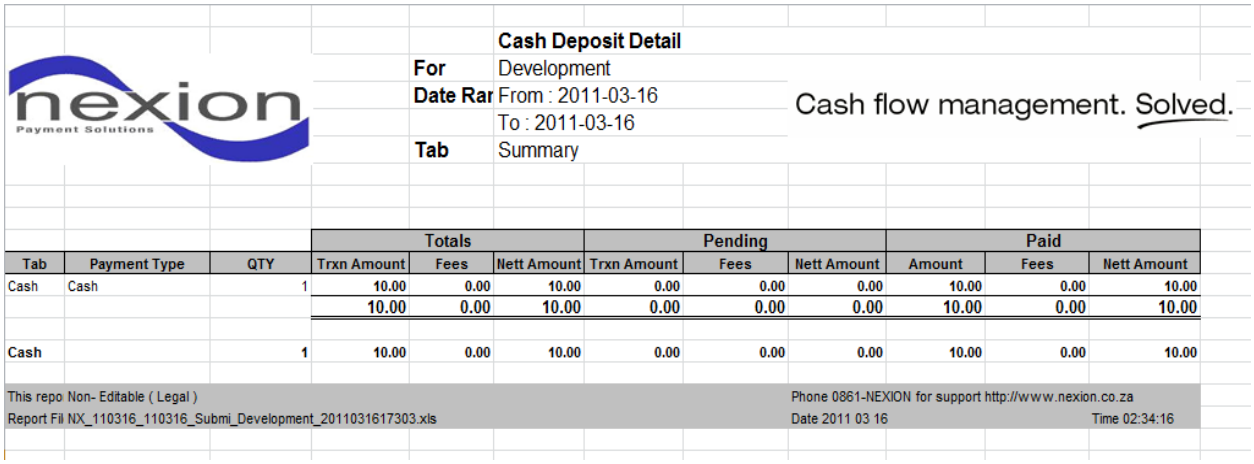
3. When selecting a record the “Cash Deposit Detail” will be generated and displayed on your screen.



Cash Deposit Detail

For Development

Date Rar From : 2011-03-16

To : 2011-03-16

Tab Summary

Cash flow management. Solved.

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
Cash	Cash	1	10.00	0.00	10.00	0.00	0.00	0.00	10.00	0.00	10.00
			10.00	0.00	10.00	0.00	0.00	0.00	10.00	0.00	10.00
Cash		**1**	**10.00**	**0.00**	**10.00**	**0.00**	**0.00**	**0.00**	**10.00**	**0.00**	**10.00**

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Chapter 9

Processing – EFT or Medical Aid Payments

Nexion allows you to register your EFT and Medical Aid receipts deposited to your bank account. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

EFT payments are receipted on NEXION on the day they appear on the bank statement,

- Integrated users can simultaneously receipt EFT transactions and post to the practice management solution through the integration module. Unidentified EFT's are receipted using the Nexion standalone module, and posted when they are identified. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.

- Non-integrated users receipt all EFT's using Nexion standalone module. Posting can be done from the receipts OR the submission report. When posting manually take care to post to the date funds were received.

Medical Aid payments are receipted on NEXION on the day they appear on the bank statement,

- For all Users Medical Aid transactions are (bulk) receipted using the Nexion standalone module, and posted when the Medical Aid provides a statement. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.

PROCESSING EFT AND MEDICAL AID PAYMENTS

- Standalone Users follow Step 1- 6 to process a card transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 4 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  GoodX
  Vericlaim

Please Note:
Always ensure that your printer is switched on, and has enough paper.

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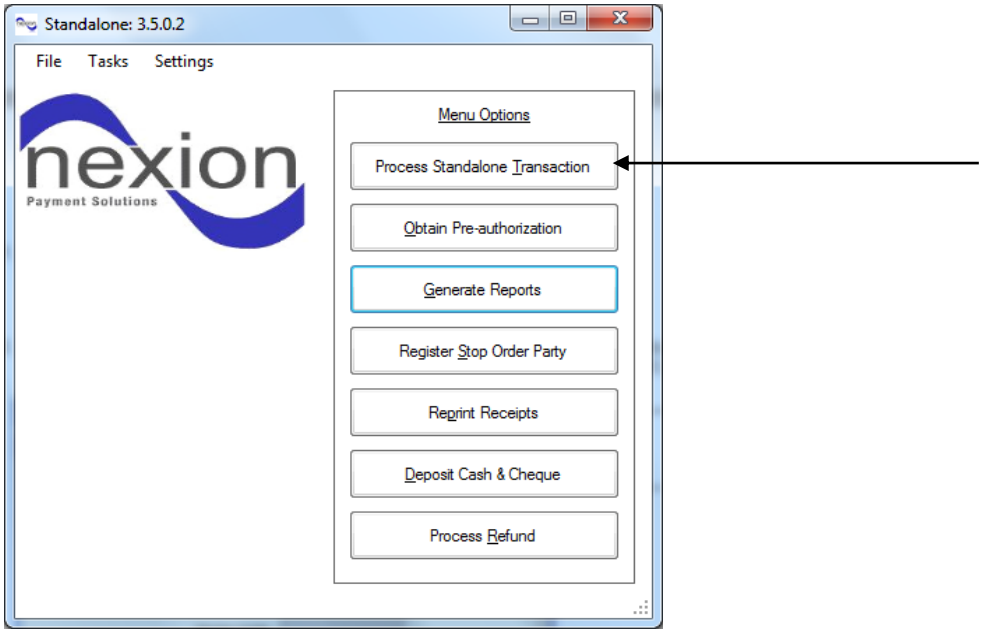
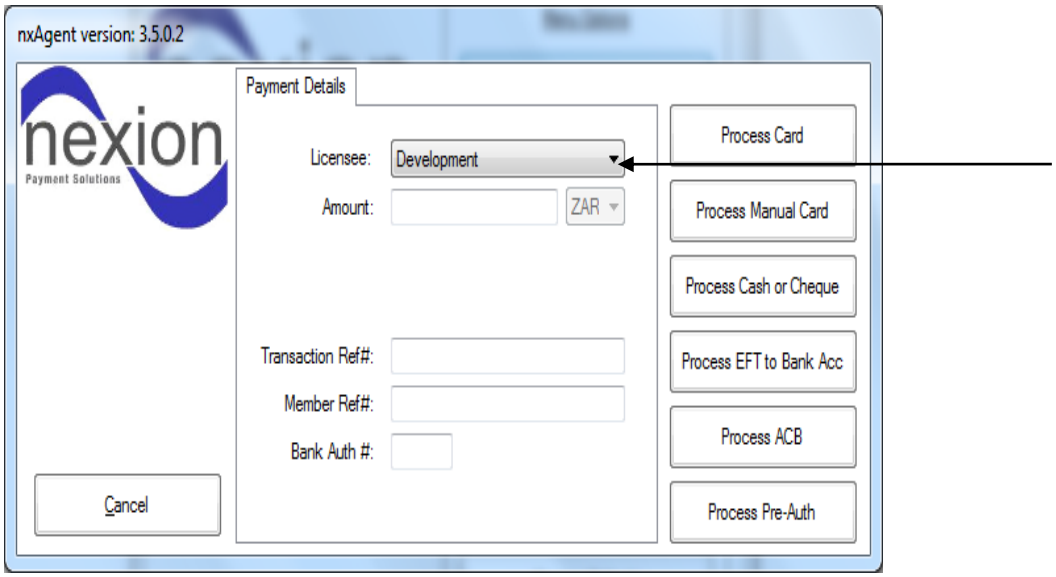
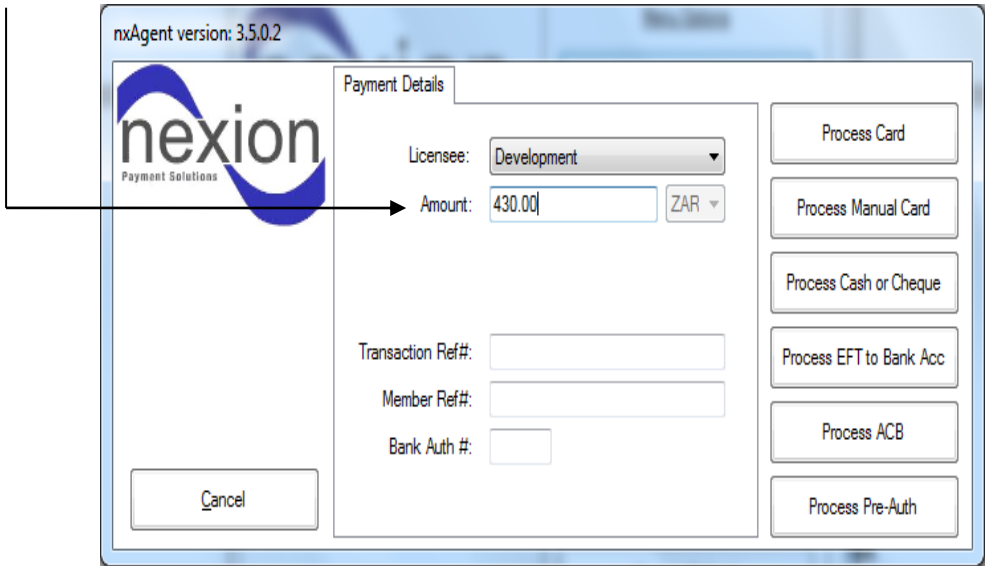
1. From the “Nexion Main Menu” select “Process Standalone Transaction”.



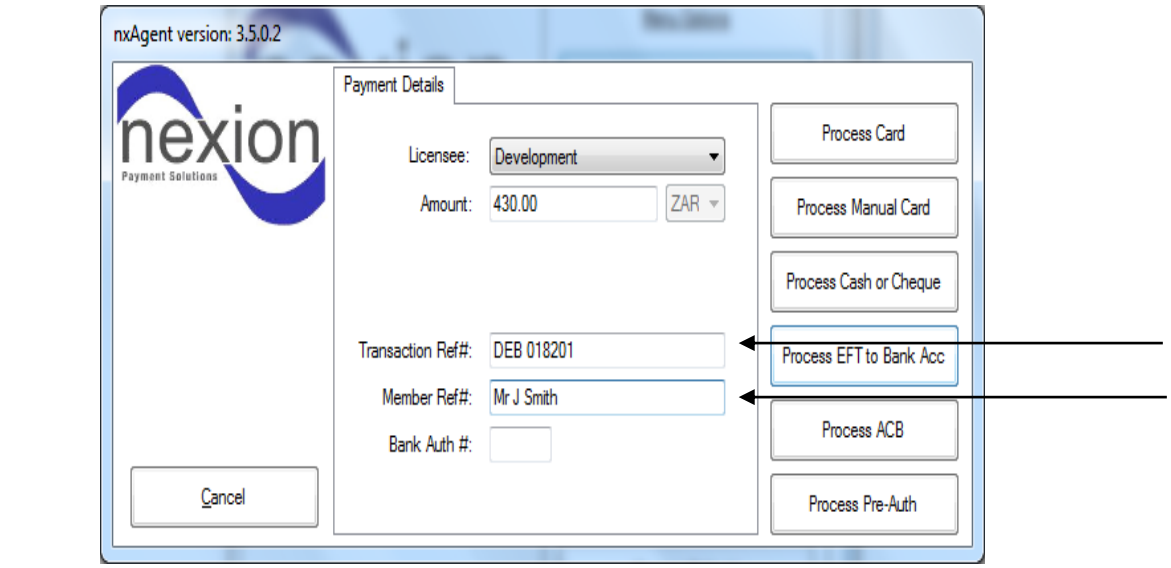
2. Choose the appropriate licensee to be credited for this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)



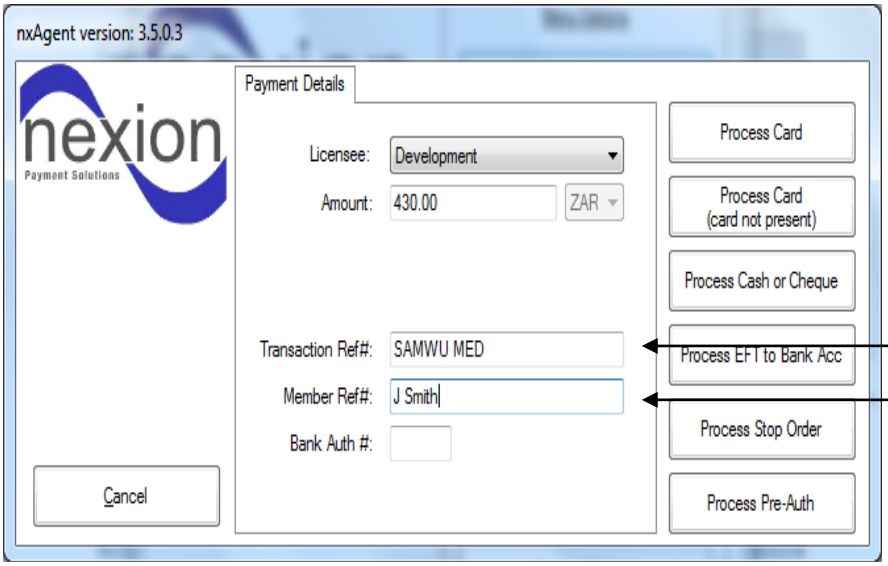
3. Type in transaction amount.



4. **For EFT transactions enter** - Transaction Ref (This can be an invoice or file number)
- Member Ref #. (This can be your client's name or Unallocated).
(These references will allow you to identify the transaction on your reports and reprint receipts).

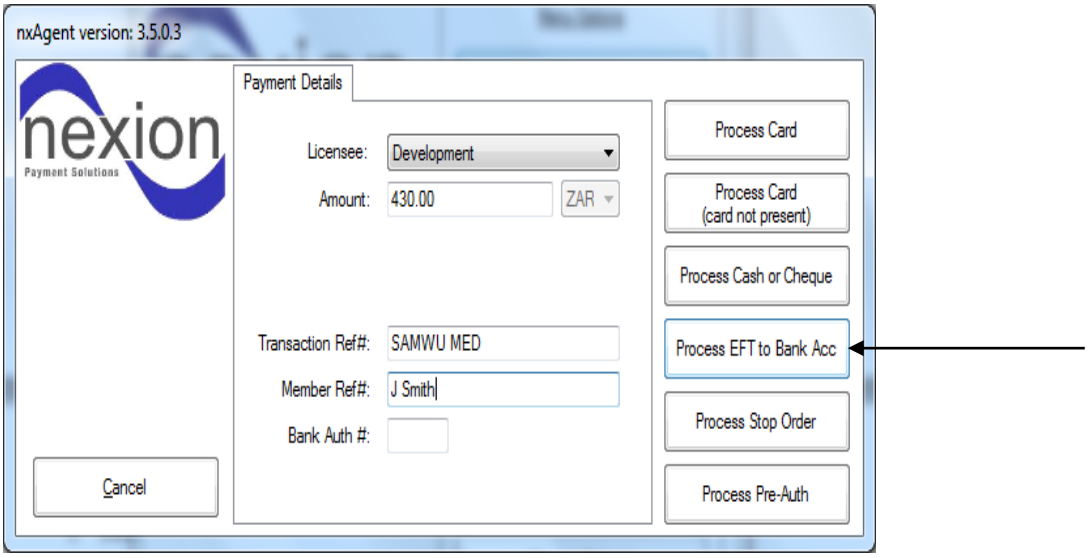


For Medical Aid transactions - Transaction Ref # Medial aid name
- Member Ref #. Unallocated
(These references will allow you to identify the transaction on your reports and reprint receipts).

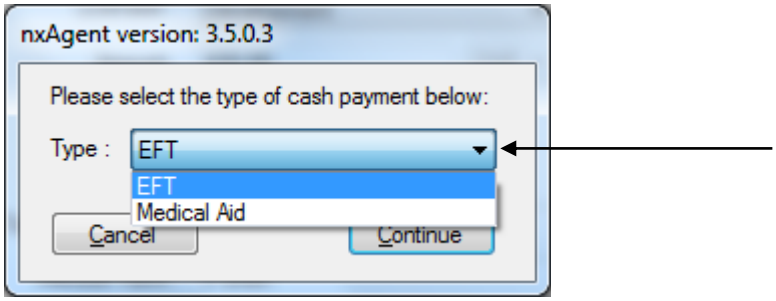


Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

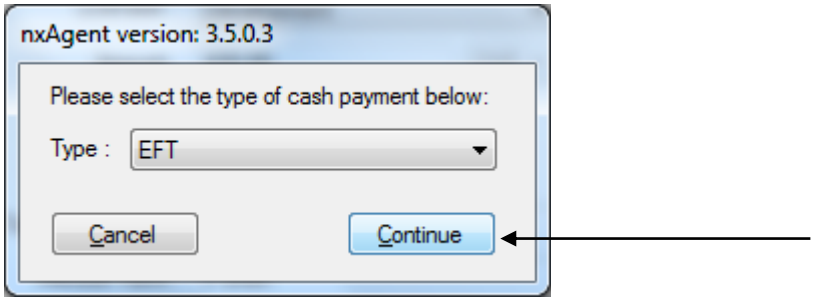
5. Select Process EFT to Bank Acc



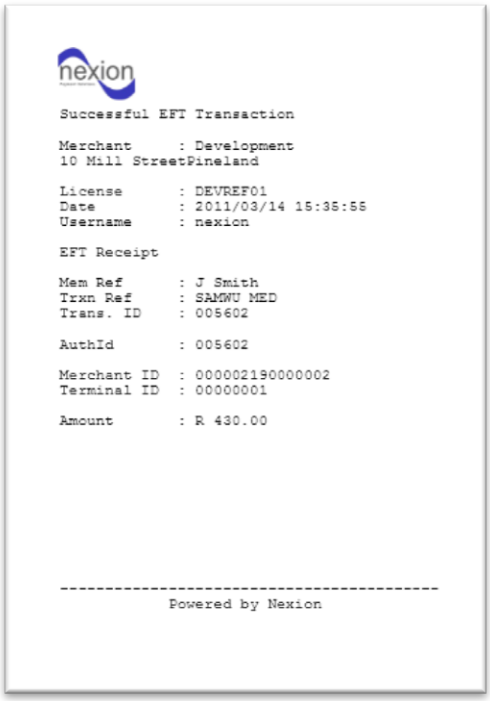
6. Select Medical Aid or EFT from the drop down list



7. Select Continue to process the transaction

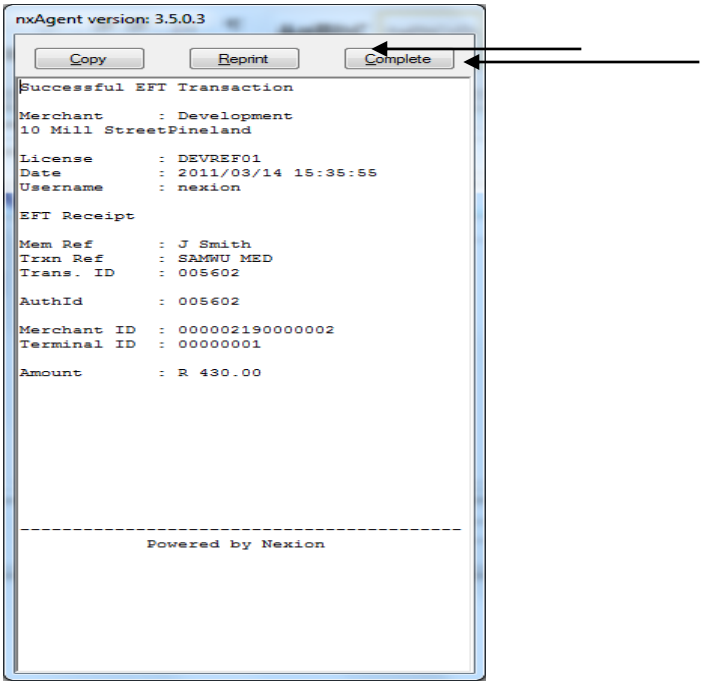


8. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14)
NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
(For explanation of decline codes see Chapter 17)



9. The receipt will also be displayed on your screen, to post/finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated Users: Successful transactions will post to patient record at this point

Chapter 10
Processing Refunds/ Reversals

Nexion now allows you to process and to record refunds/reversals on the **Nexion Standalone System only**. **Integrated users must remember to manually post the refunded/reversed transaction to the patients account.** You can now also provide your clients with a receipt generated directly out of the system.
There are **3 different types of refunds;**

- **Refund Card (Card not present)**
- **Refund Cash or Cheque**
- **Refund EFT to Bank Acc**

Please Note
Please refer to Refund Process Table *(below)* for the process to be followed for the various transaction types.

REFUND PROCESS TABLE

Transaction type to be Refunded/ Reversed	Current Transaction Status	Processing reversal / Entry errors	Refund possible using following Transaction types
Credit Card	All	Process as refund	Card/Cash/EFT
Debit Card	All	Process as refund	Cash/EFT
Cash	All	Process as refund	Cash/EFT
Cheque	All	Edit request to Nexion to remove	Cash/EFT -- **ENSURE CHECK HAS CLEARED PRIOR TO REFUNDING**
EFT	All	Process as refund	Cash/EFT
Medical Aid	All	Process as refund when refund appears on Statement	EFT
ACB	Pending	Edit request to Nexion to remove	Refund not applicable -- Edit request to Nexion to remove
ACB	Paid	N/A	Cash/EFT

Please Note
Debit cards cannot be refunded to the card that was used for the original transaction or any other card however; it may be refunded by cash or EFT.

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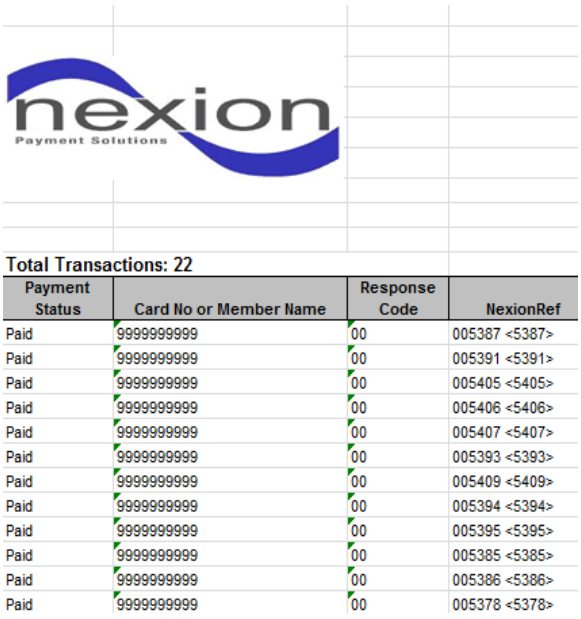
Refunds cannot be processed for an amount greater than the original transaction, although the amount may be edited for a partial refund (less than original amount).

In order to process a refund you will need to obtain the Nexion ref# or receipt for the transaction to be refunded.

To obtain the Nexion ref#:

(A) Generate a submission report for the original transaction date.

A.

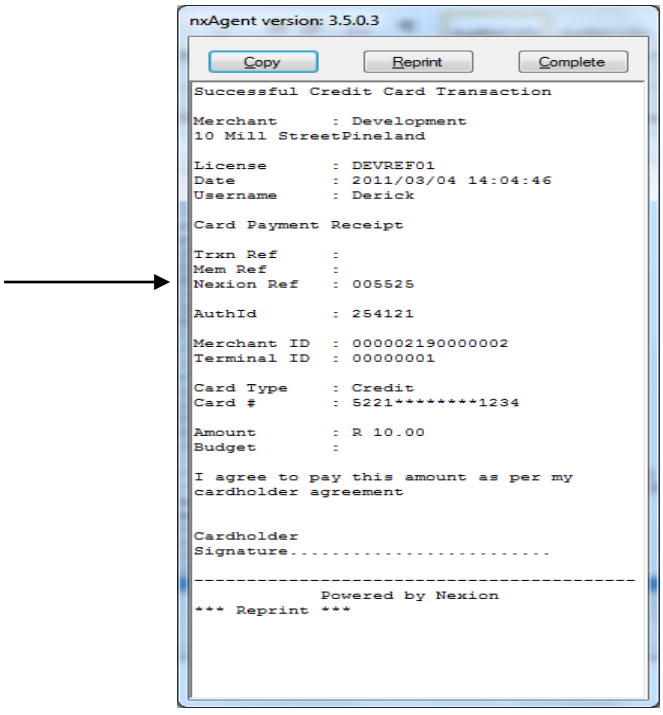


Total Transactions: 22

Payment Status	Card No or Member Name	Response Code	NexionRef
Paid	9999999999	00	005387 <5387>
Paid	9999999999	00	005391 <5391>
Paid	9999999999	00	005405 <5405>
Paid	9999999999	00	005406 <5406>
Paid	9999999999	00	005407 <5407>
Paid	9999999999	00	005393 <5393>
Paid	9999999999	00	005409 <5409>
Paid	9999999999	00	005394 <5394>
Paid	9999999999	00	005395 <5395>
Paid	9999999999	00	005385 <5385>
Paid	9999999999	00	005386 <5386>
Paid	9999999999	00	005378 <5378>

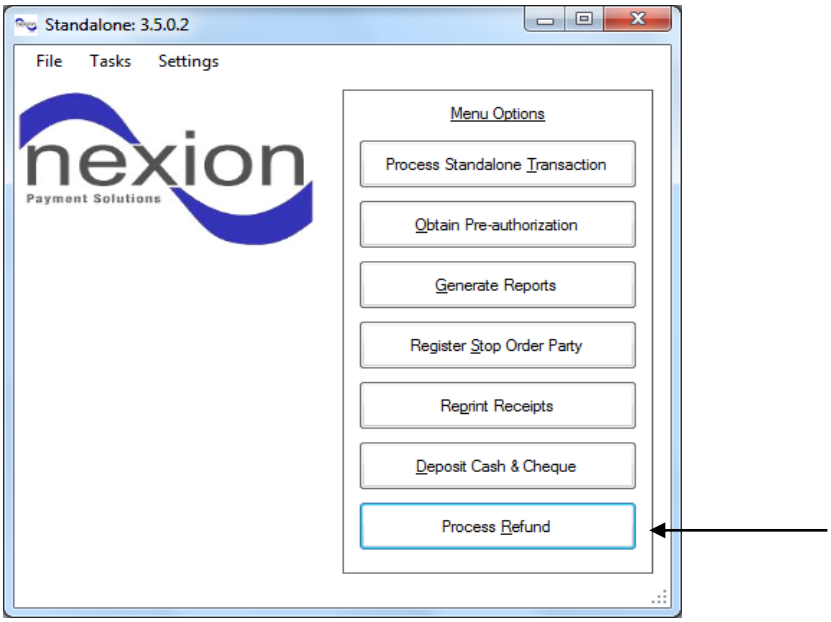
(B) The receipt may be used to obtain the Nexion Ref i.e. <534567>

B.

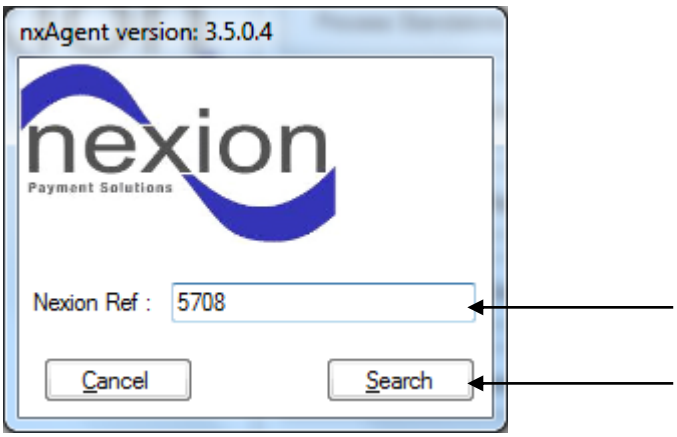


PROCESSING REFUNDS/REFUNDS

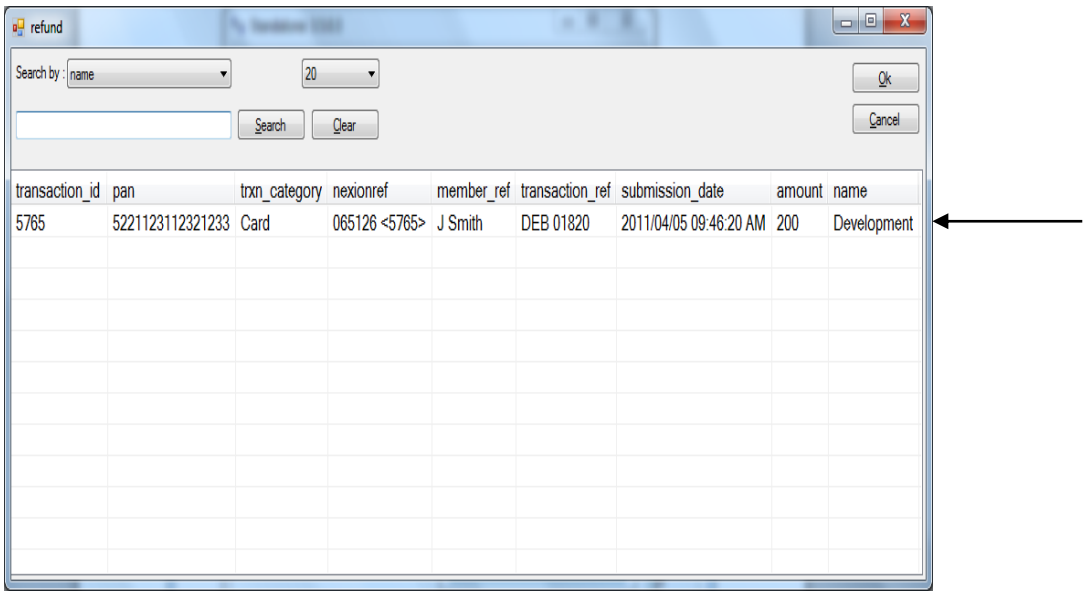
1. From the 'Nexion Main Menu" select "Process Refund".



2. The following screen will be displayed, type in the Nexion ref for the transaction to be refunded and select search.



3. From the search screen displayed, select the transaction that needs to be refunded.

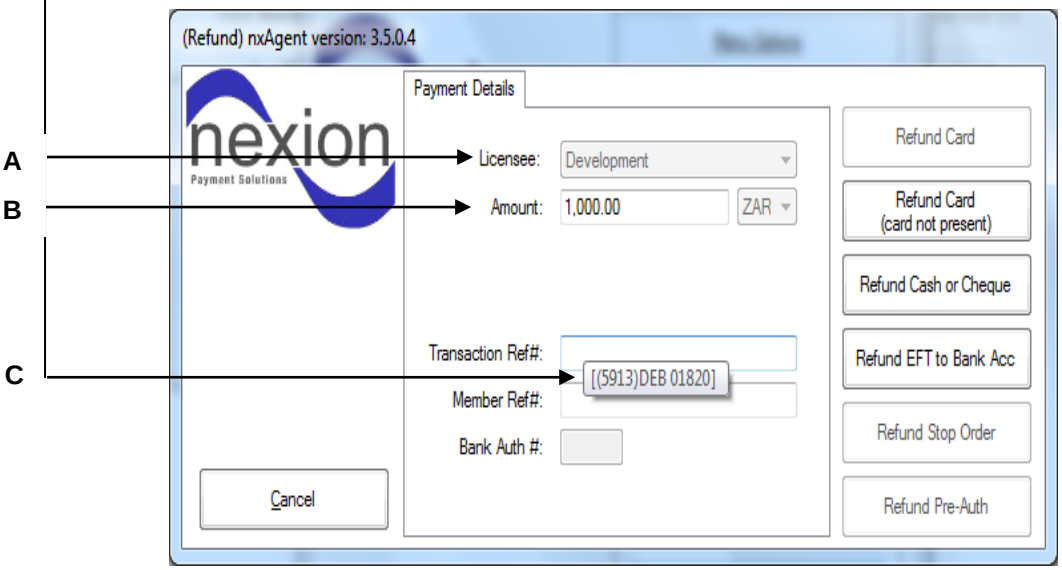


Please Note
Only the transaction that was searched for will be displayed to avoid incorrect refunds.

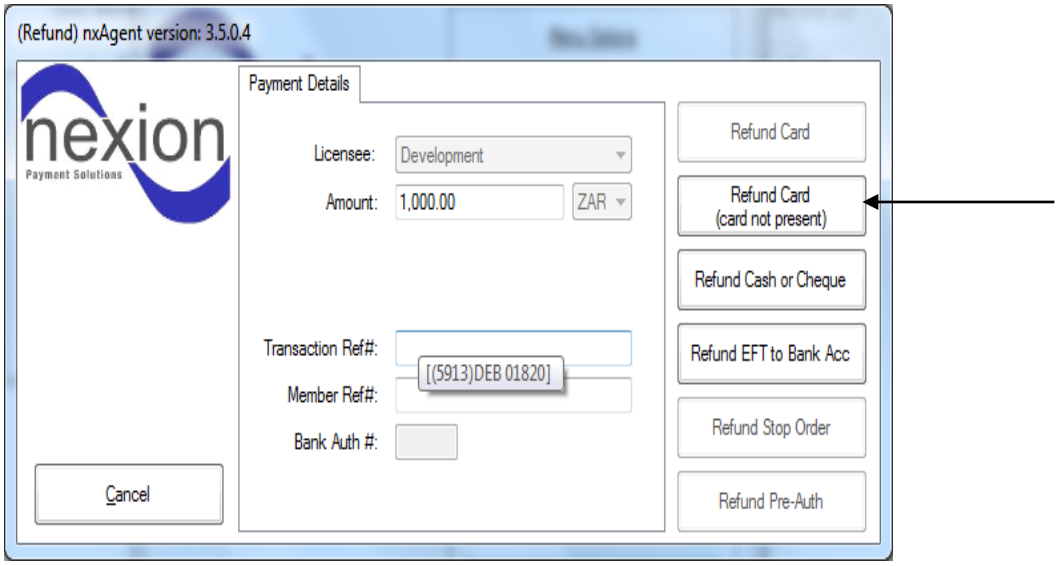
4. **(**A**)** The original transaction Licensee will be pre-populated and greyed out (so that the correct licensee will be refunded).

   (B) The amount can be edited for a partial refund

   (C) Hovering over the Transaction and Member Ref with your cursor reveals the original transaction references used



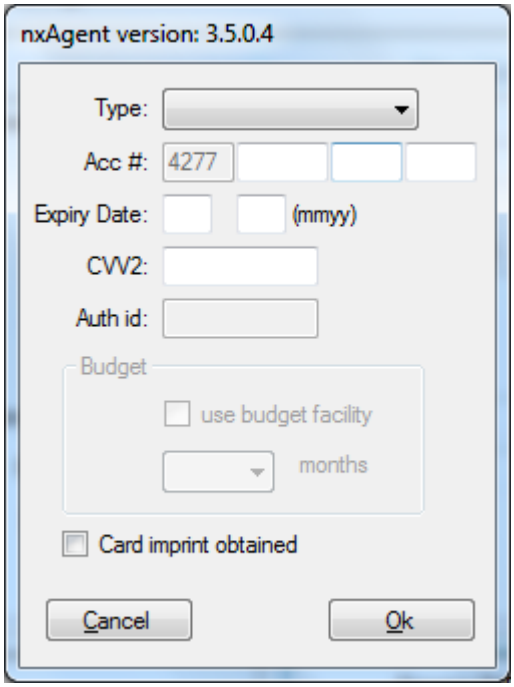
5. Select the refund type i.e. Refund Card (card not present), Refund Cash or Cheque or Refund EFT to Bank Acc



Please Note:

Always ensure that your printer is switched on, and has enough paper.

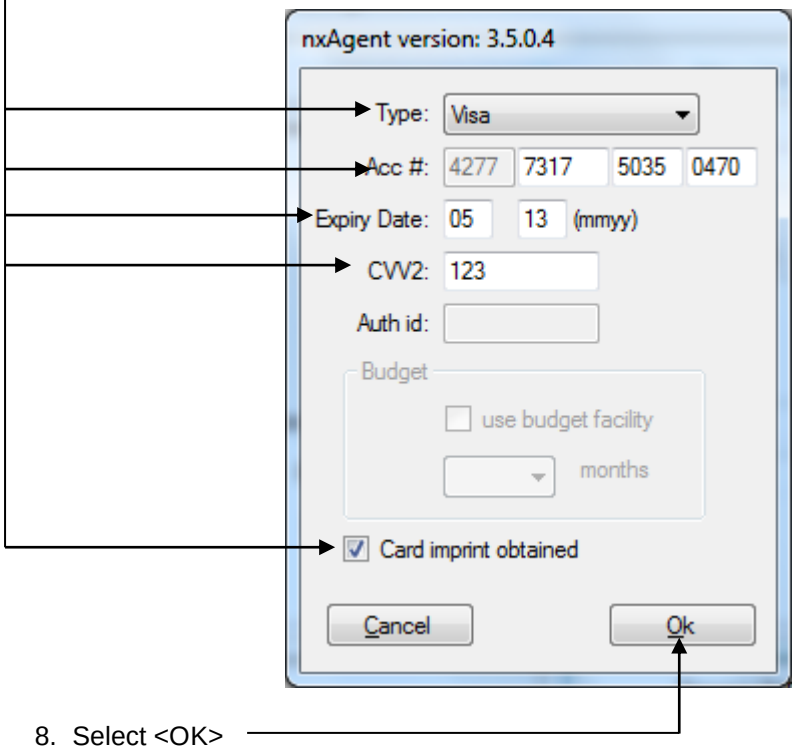
6. The following screen will appear



Please Note:

Always ensure that your printer is switched on, and has enough paper.

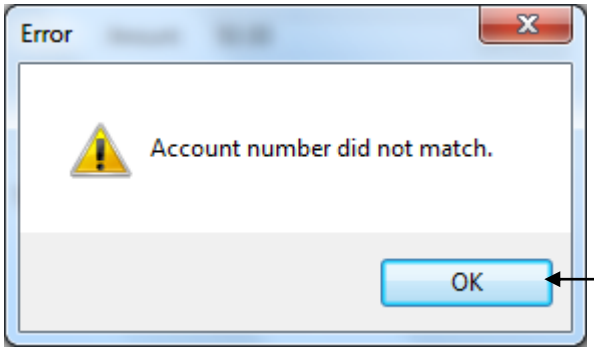
7. Enter the card details as indicated below



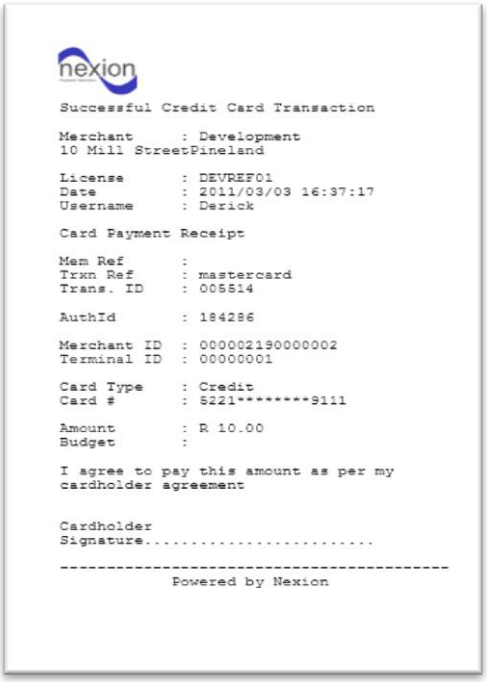
8. Select <OK>

Please Note

If the card details are entered incorrectly the following error message will be displayed.
By selecting OK the user will be returned to the card details screen, to enter the correct details



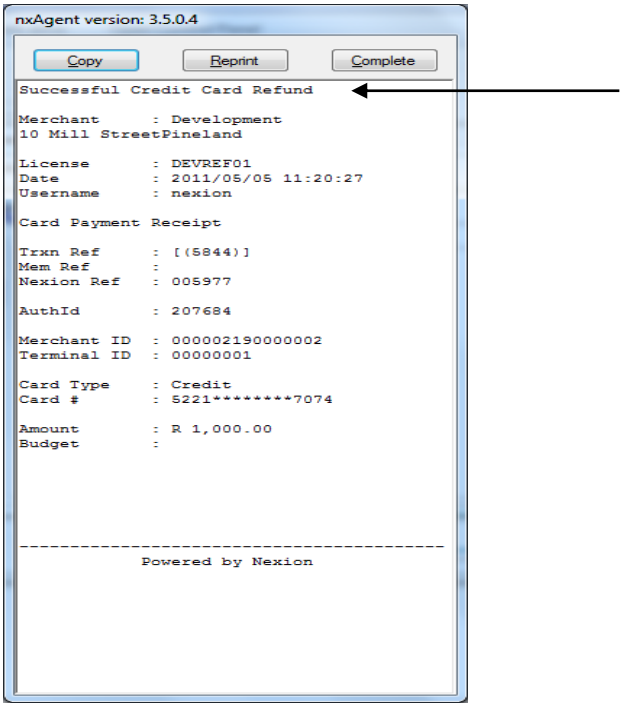
9. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14) NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.(For explanation of decline codes see Chapter 17)



```
Successful Credit Card Transaction

Merchant      : Development
10 Mill StreetPineland

License       : DEVREF01
Date          : 2011/03/03 16:37:17
Username      : Derick

Card Payment Receipt

Mem Ref       :
Trxn Ref      : mastercard
Trans. ID     : 005514

AuthId        : 184286

Merchant ID   : 000002190000002
Terminal ID   : 00000001

Card Type     : Credit
Card #        : 5221********9111

Amount        : R 10.00
Budget        :

I agree to pay this amount as per my
cardholder agreement


Cardholder
Signature.....................

-----------------------------------------
            Powered by Nexion
```

10. A Successful Refund receipt will be displayed on your PC screen. To finalize the transaction click on "Complete".

Clicking on "Copy" will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on "Reprint" will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated users: Refunds do not post to debtor system.

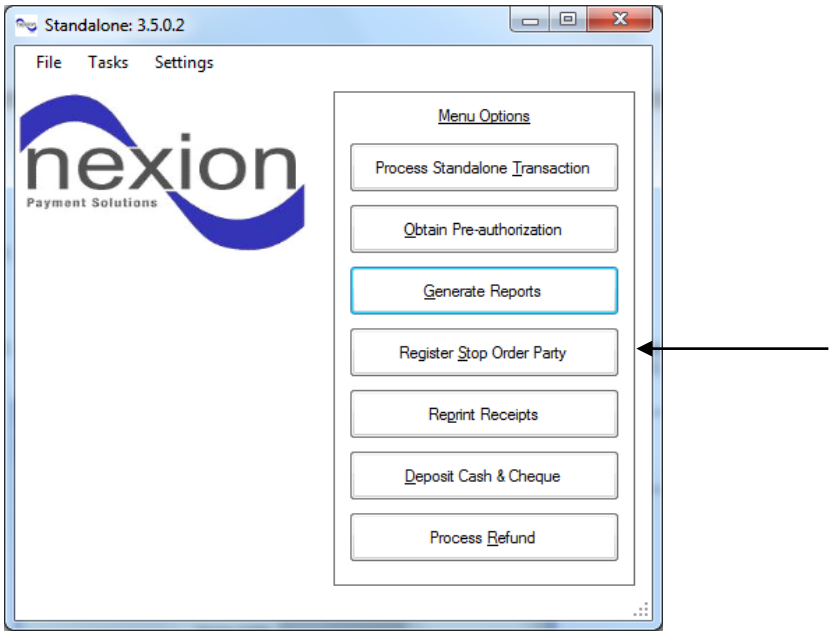
Chapter 11

Registering a new client for Stop Order (ACB) transactions

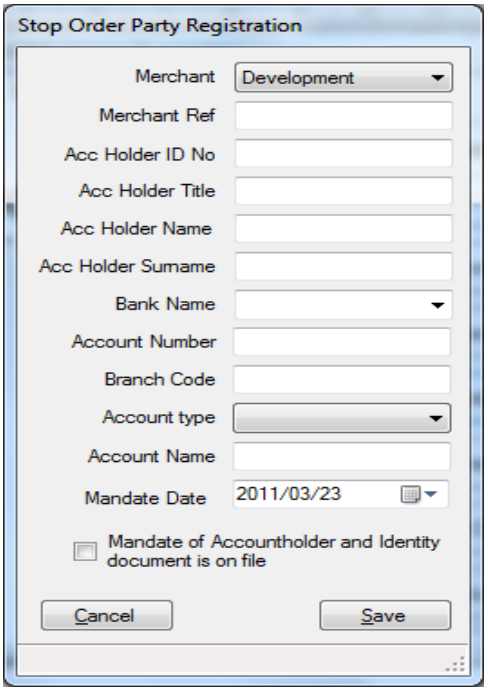
This feature allows you to register your accounts for processing of payments by debiting the client's current or savings accounts. In addition it allows you to process payments spread over a predetermined time span. (Up to 18 months). Note that Stop Orders can only be processed if the start date (first transaction) is no later than today and no more than 30days.

The member registration form must be completed – see Appendix 1 Page --
This form along with a copy of the *client's ID* must be kept on file.

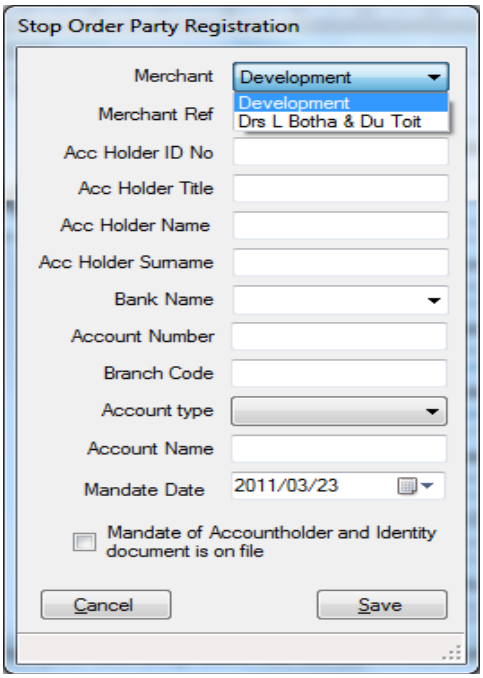
1. From the "Nexion Main Menu" select "Register Debit Order Party



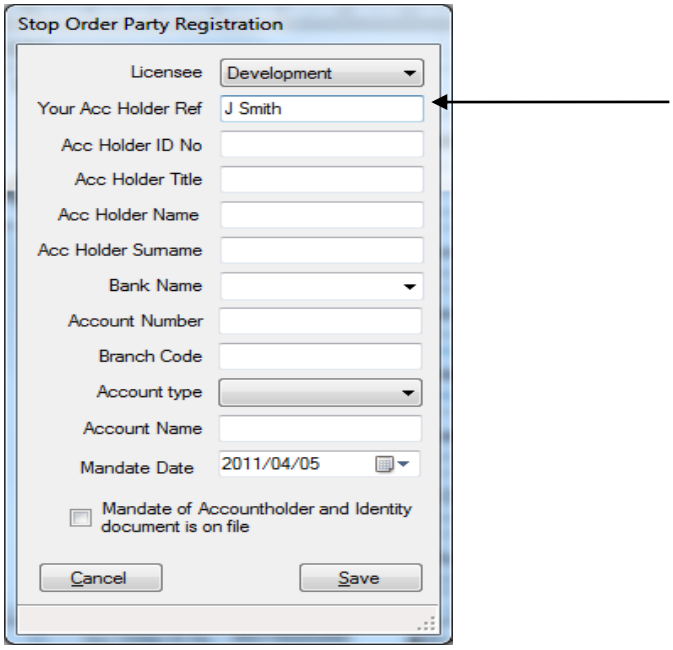
2. The Stop Order Party Registration screen will be displayed.



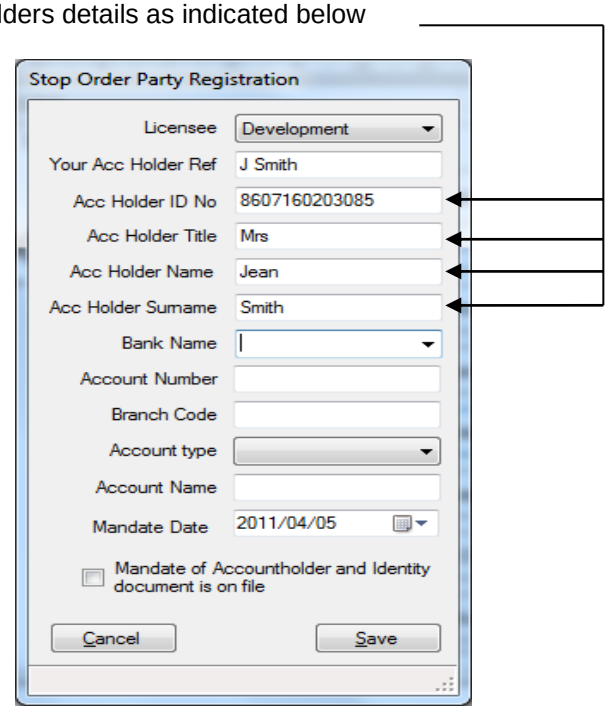
3. Select the correct licensee from the drop down list for the member to be registered to. (If only one licensee is registered on your site, drop down will default to the correct merchant.)



4. Type in “Your Account Holder Ref” (This can be the account holders name if the account holder is different to the patient)



5. Type in the account holders details as indicated below



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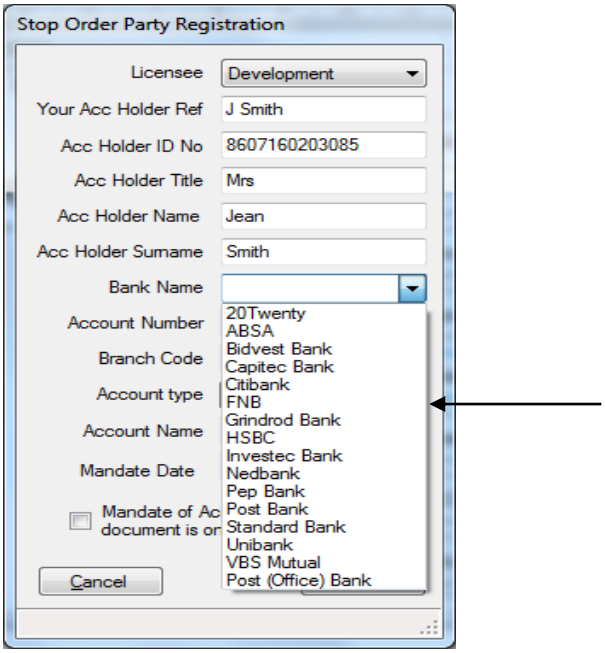
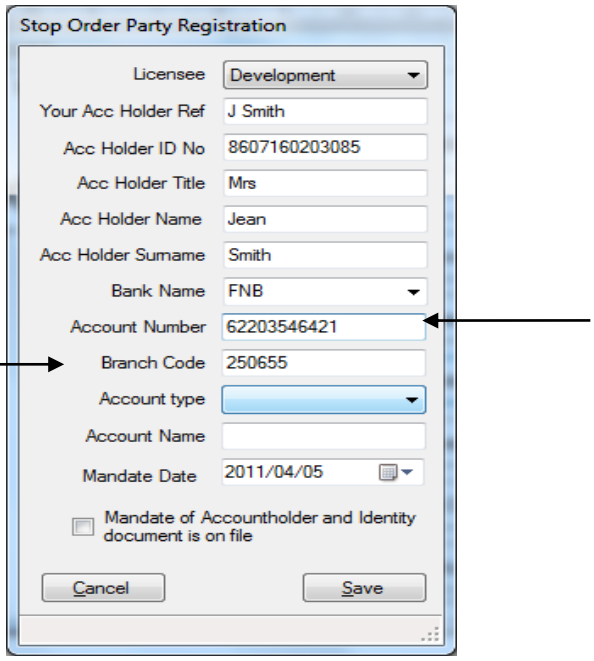
6. Select the bank from the drop down list (if the bank is not listed type in the name of the bank, it will save automatically)

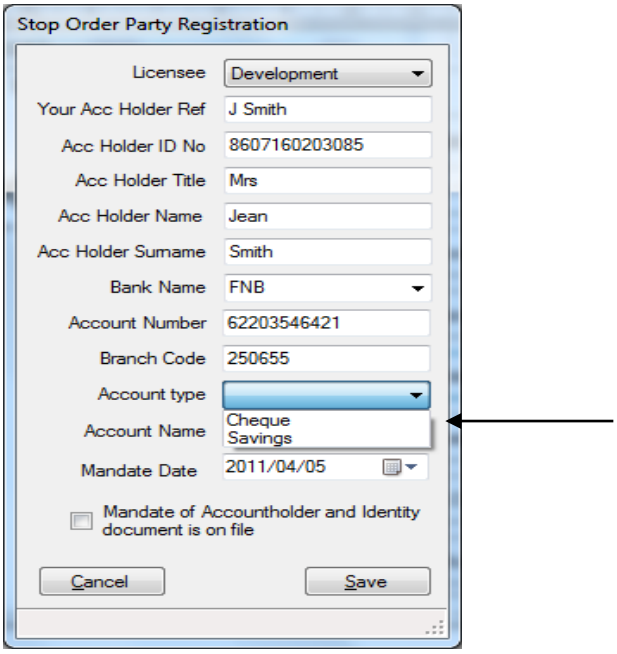


7. Type in the account number



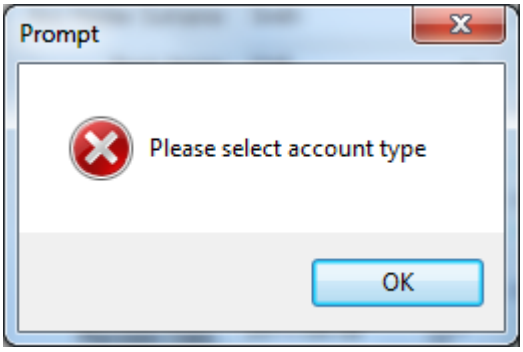
8. The generic branch code will automatically be populated (If the bank was not listed, type in the branch code, it will save automatically)

9. Select the account type from the drop down list

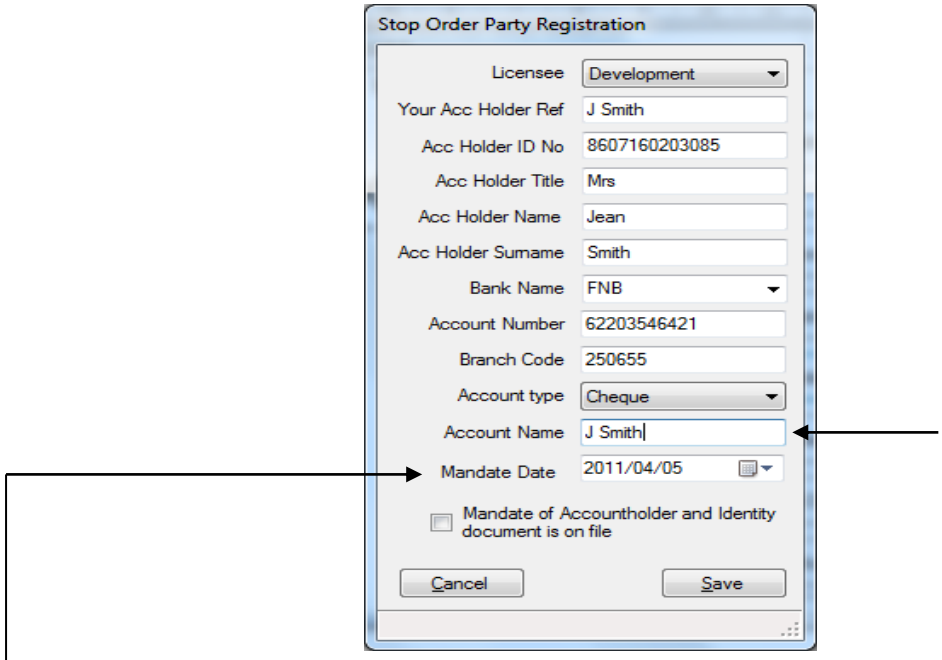


Please Note

If the account type is not selected the following message will be displayed:

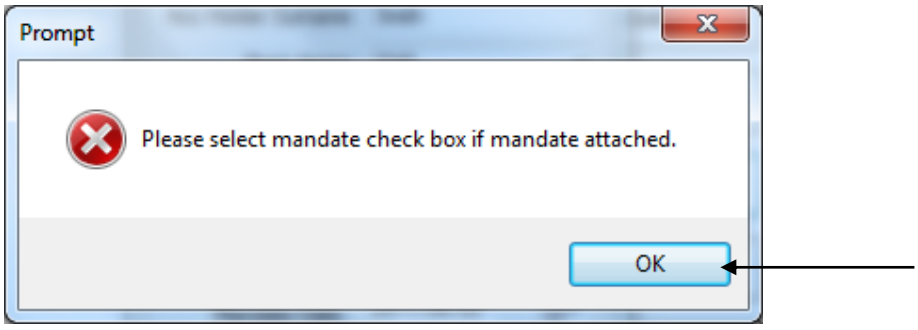


10. Type in the account name



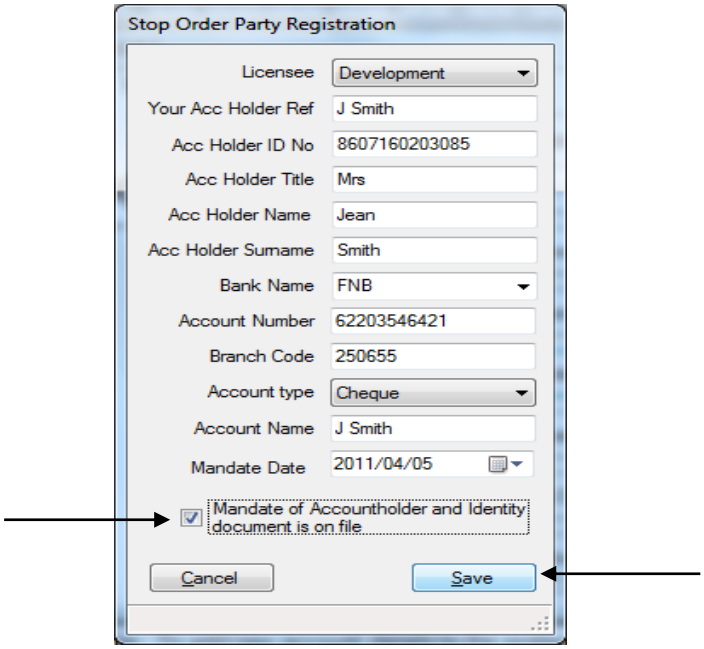
11. The mandate date will default to the current date

12. If the “Mandate of Accountholder and Identity document is on file” tick box is not selected the following message will be displayed

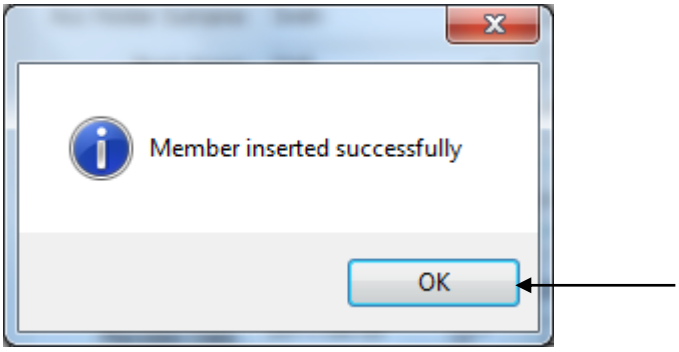


Select <OK> to return to the Stop Order Party Registration Screen

13. Select the tick the box and select <Save>



14. A “Member inserted successfully” message will be displayed. Select <OK> to exit



The User will be returned to the Main Menu

Chapter 12

Processing a Stop Order transaction

Nexion enables you to deduct funds from your debtor's savings or cheque account in instalments of up to 18 months. Transactions can be processed on Nexion provided the start date (first transaction) is not later than today and no more than 30 days in the future.

Stop Order transactions are primarily used to collect debt, for recurring payment such as treatment plans and for subscriptions such as contact lens programs.

In order to process a Stop Order transaction you must first have registered the debit party/ bank account on Nexion, (see previous chapter). You will also need to have a SIGNED Stop Order transaction form signed by the ACCOUNTHOLDER on file.

All Stop Order transactions are done on the standalone module; payments are posted to the practice management system when they appear on the cash report as successfully paid out, until such time all Future transactions will appear on your reports as status pending.

When an individual's transaction/payment fails, Nexion will send you an e-mail notification of its failure. You may, after consulting the Stop order party instruct us to re-submit a failed transaction by providing a re-submit date.

If a Stop Order fails three times in a row, we will advise you to remove future transactions

PROCESSING DEBIT ORDER PAYMENTS

- Standalone Users follow Step 1-11 to process a card transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
- Nexion is currently integrated with the following Practice Management Systems
  Medemass – Elixir
  Healthfocus – Eminance
  GoodX
  Vericlaim

Please Note:
Always ensure that your printer is switched on, and has enough paper.

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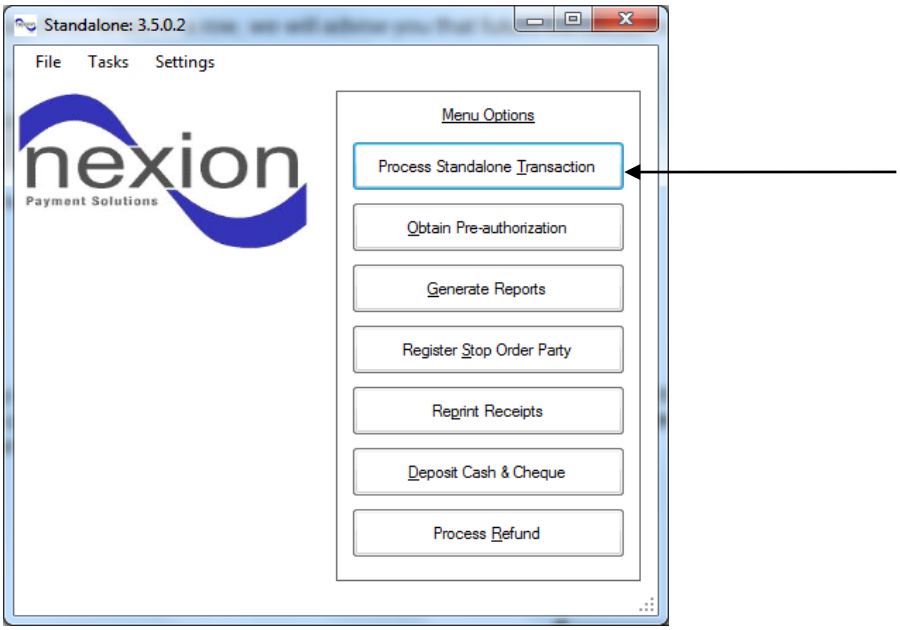
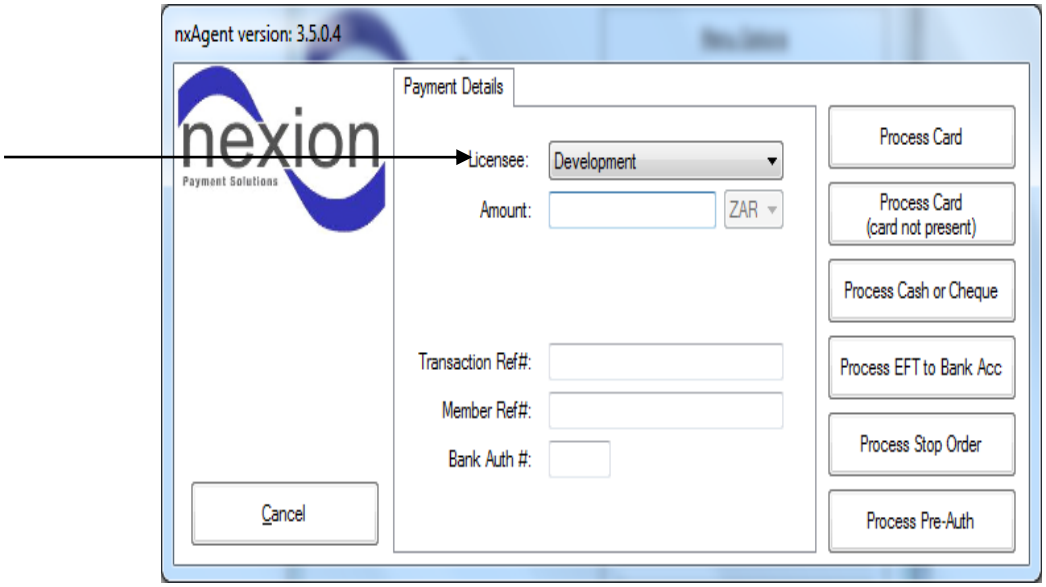
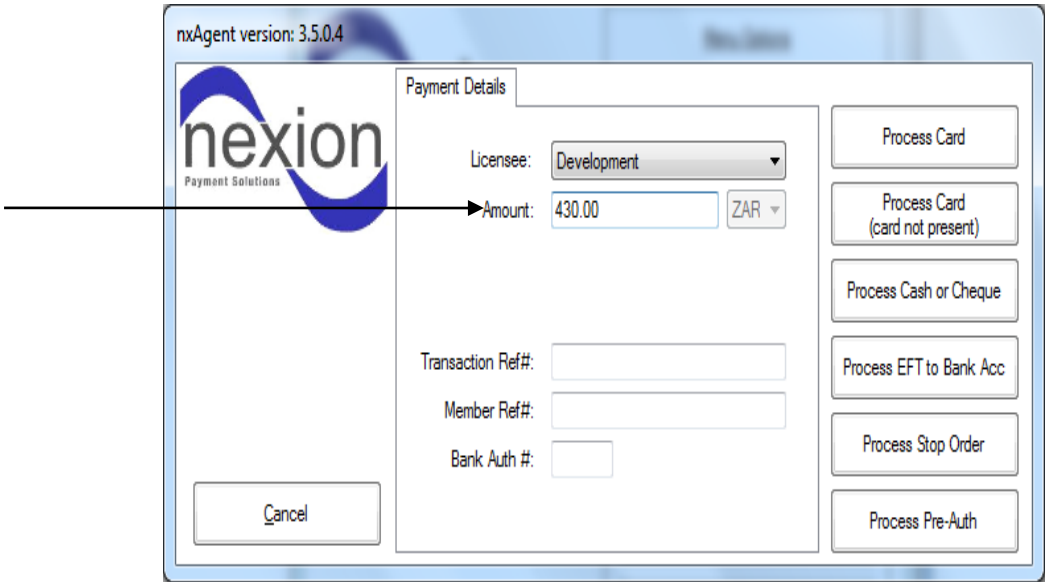
1. From the Nexion Main Menu select Process Standalone Transaction.



2. Choose the appropriate merchant to be credited for this transaction from the drop down box. (If only one merchant is registered to your site; drop down will default to the correct merchant).

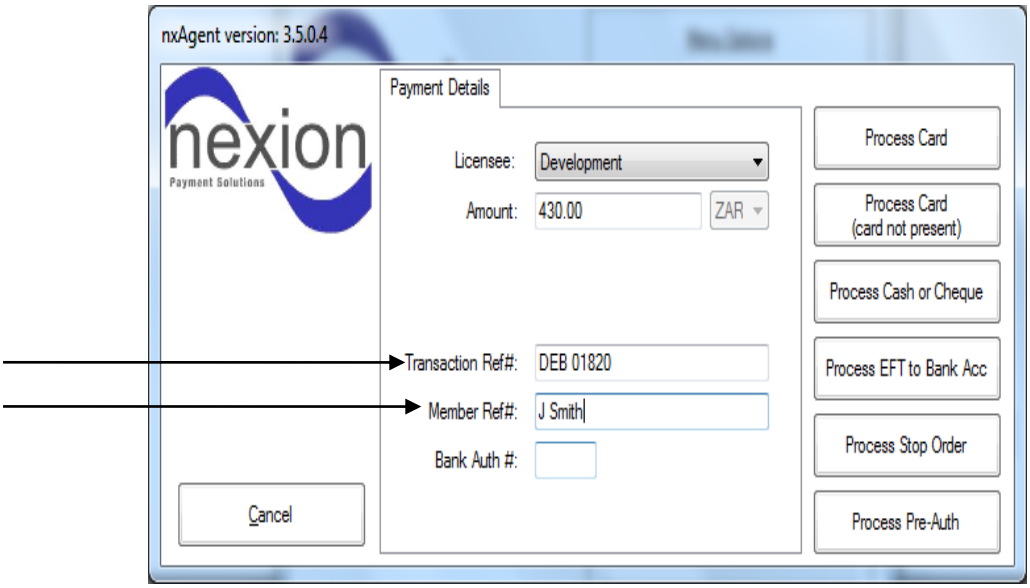


3. Type in transaction amount.

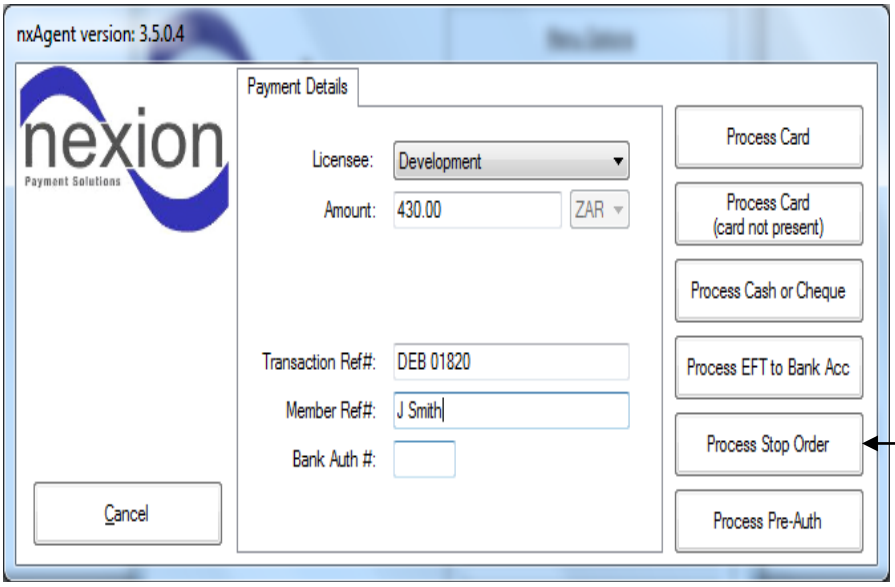


4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprinted receipts).

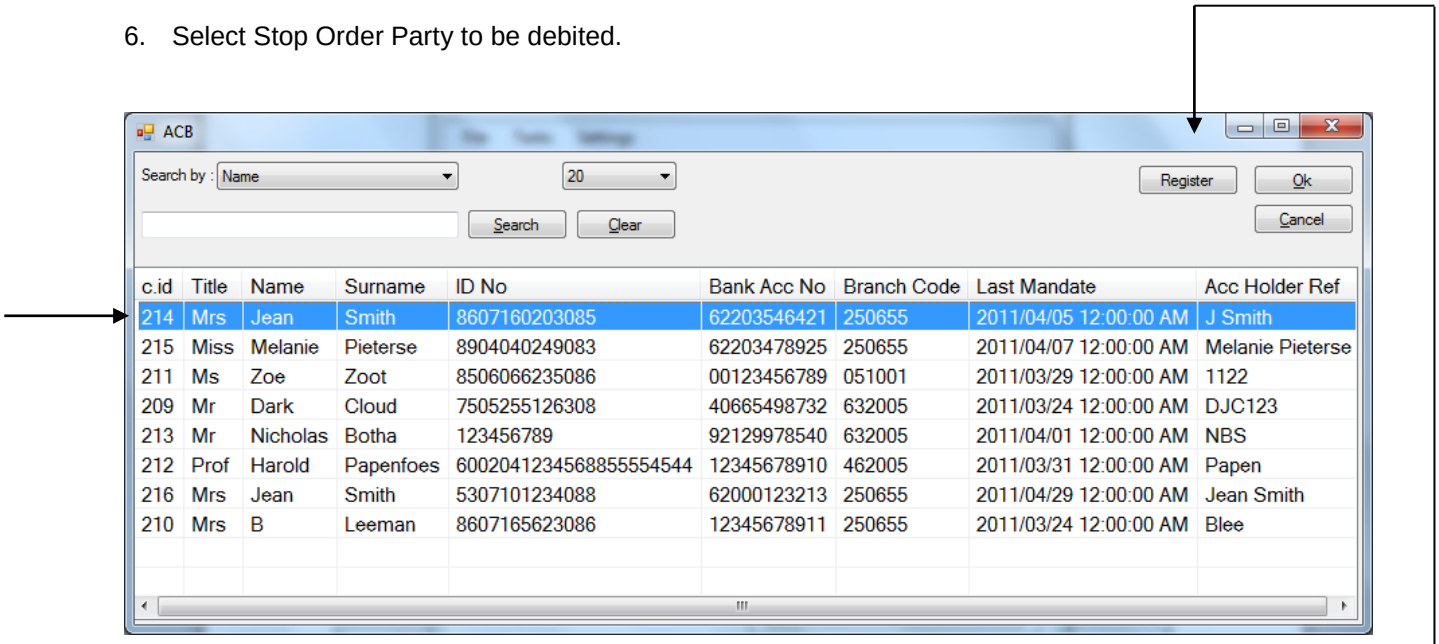
Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.



5. Select the “Process Stop Order” button.

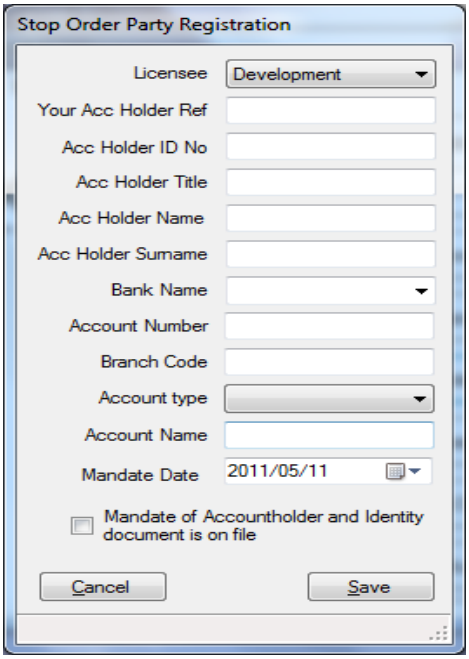


6. Select Stop Order Party to be debited.

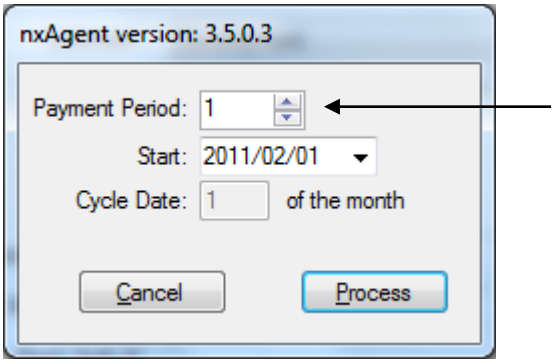


7. If the Debit Order Party is not registered, select the register button.

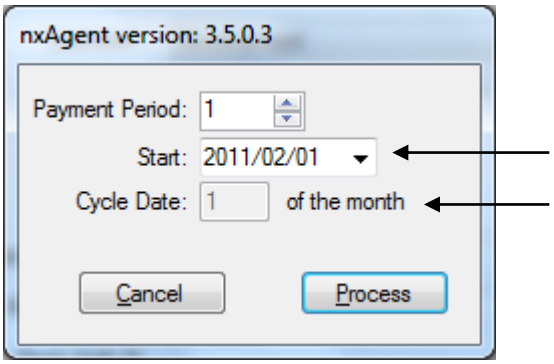
8. The Register Debit Order Party screen will be displayed. (See chapter 11 on registering a debit order party).



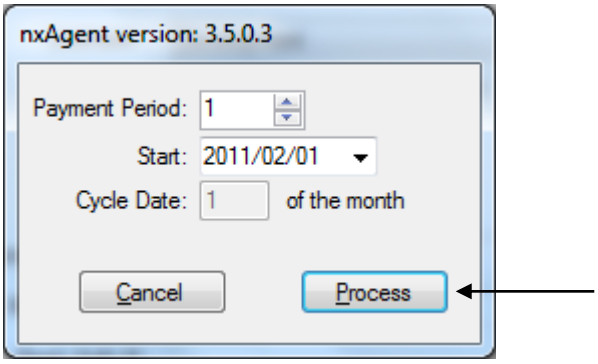
9. Insert the "Payment period" (amount of months the transaction amount will be spread over). In the event of selecting 1, the entire amount will be debited in one transaction.



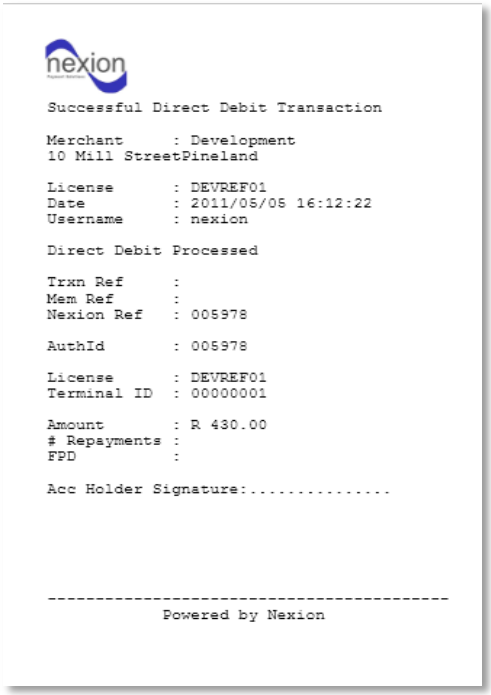
10. Choose a starting date for the transaction (date the first debit will be made); all subsequent payments will be deducted on the same day of the month (Cycle Date). (Note that if this date is a weekend or holiday the system will debit the account on the next bank date.



11. Click on the “Process” button to process the transaction.

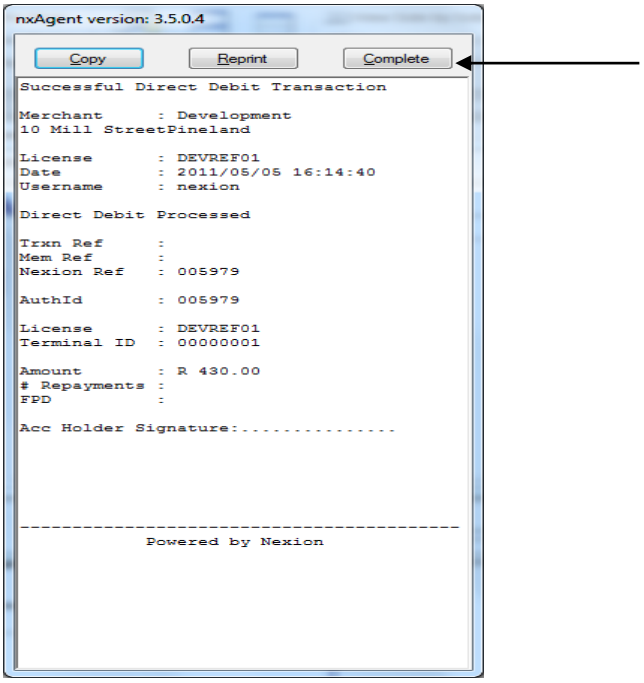


13. Two receipts will automatically be printed to your default printer. (Receipt settings see chapter 14)
NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
(For explanation of decline codes see Chapter 17)



12. The receipt will also be displayed on your PC screen, to finalize/post the transaction select “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 14).
Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 14).



Integrated users: Successful transactions will post to patient record at this point.

Chapter 13

Processing Exceptions

Cancelling a transaction prior to receipt being printed

Once you have started a transaction and for any reason you would need to cancel the transaction, simply click on the Cancel button on the Payment screen or the Cancel button on the terminal if you have already swiped the card.

What to do if you have a power failure

In case of a power failure and you do NOT have a surge protector, UNPLUG/ TURN OFF THE PLUG your terminal is plugged into, when the power comes back on power surges could damage the software on your terminal.

Edit Request Form – Correcting a Cash/Cheque/EFT/Medical Aid receipt

In order to correct an error made while receipting one of the above transaction types, issue a corrected receipt and submit an EDIT REQUEST FORM, signed by the authorized signatory to have the erroneous one removed. If you are an integrated user make sure to journalize the duplicate receipt.

Manual Credit Card Transactions

Should the system be down for whatever reason – Manual **CREDIT CARD** transactions can be processed by completing the manual transaction form (Appendix 2 Page 78) and faxing it through to 086 654 6016 or processing later when the system is up.

Transaction Declined Error Codes when Processing Cards

If a card transaction declines, the code on the declined receipt will indicate the reason for the transaction being declined. Your quick links guide has a table enabling you to determine the cause of the failure and to reprocess if an error was made.

Below find a list of Common Bank errors:

Code 01 – Call Nexion or number on back of card for a manual authorization
Code 55 – Incorrect Pin
Code 51 – Insufficient Funds – Try a lower amount or select a budget period
Code 14 – Processed as incorrect card type
Code 96 – Communication Error (call Nexion to reset your terminal)
Code 91 – Issuer or Switch inoperative (Internet connection might be down)
Code 68 – Response received to late

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Chapter 14

Receipts

Nexion creates a different receipt for each transaction type i.e. Card, Cash, Cheque, Medical Aid, EFT, Pre Authorization, Refunds and Stop Orders. These receipts replace all your manual processes and are captured onto your Nexion reports for ease of reconciliation.

Your Nexion receipts are preconfigured to your specification prior to installation. Should your receipt information, change please contact the Nexion Technical Help Desk to arrange an update on 0861 NEXION (639 466)

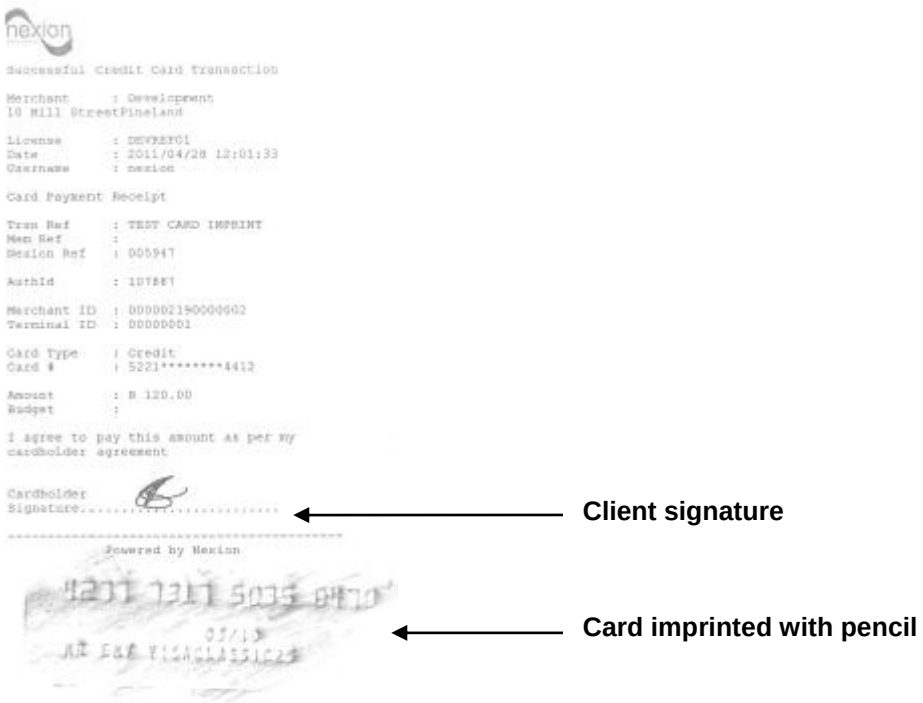
Nexion generates a receipt on completion of a successful transaction, and (optionally) a receipt for a declined transaction. A declined transaction means that the payment was not processed successfully and that no funds were/or will be received

Please Note:
It is mandatory, to keep a signed copy on file of all Card and Stop Order receipts in case of bank chargebacks or reversal enquiry.

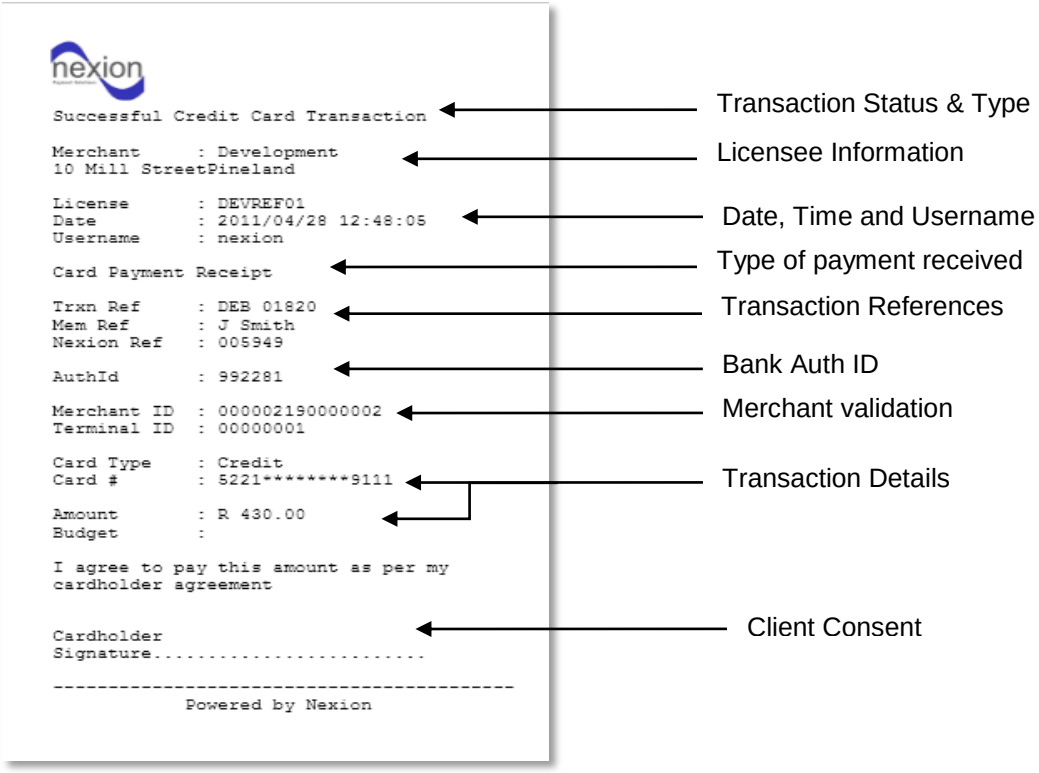
A bank chargeback is when a cardholder queries the transacted amount on their card, if you cannot produce a signed receipt, or in the case of a manual transaction an imprint of the card and an authorizing signature the transaction will be charged back to the cardholder.

A reversal is when your patient/ client reverses the agreed upon stop order debit amount. Should this be the case, the bank will require proof of the transaction by means of a signed copy of the receipt. In case of a manual transaction, a copy of the signed Manual Credit Card Transaction form (see chapter – pg --) with an imprint of the card is required. Nexion will contact you for the signed copy of the receipt if it is required.

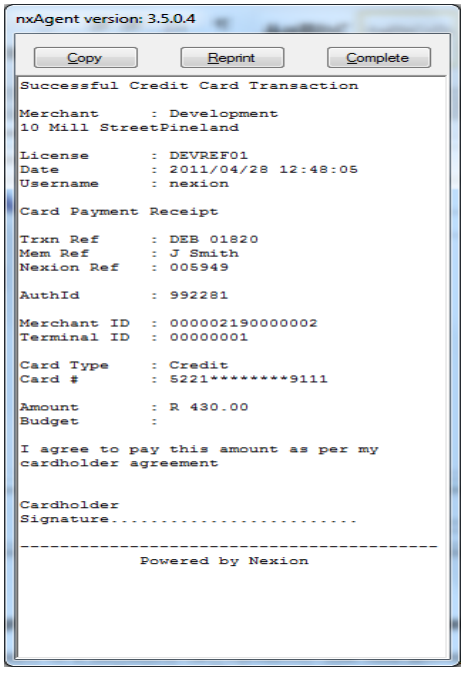
Successfully signed and imprinted credit card receipt



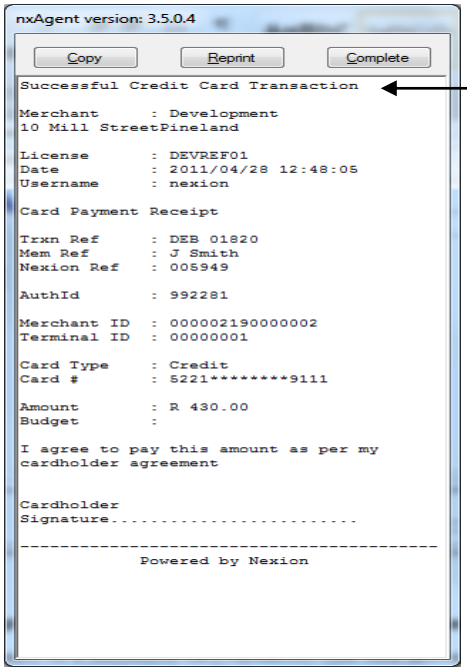
Nexion Receipt Layout:



Sample Card Receipt as it's displayed on your screen

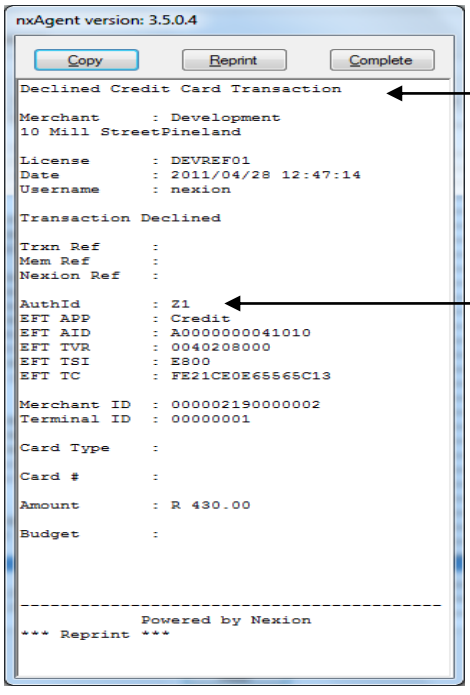


Nexion will generate and automatically print 2 receipts for a successful card transaction. A signed copy should be kept on file in case of a chargeback (see note above) and the other should be given to the cardholder.



Successful Card Receipt

Please Note
Nexion will only print a failed receipt if your standalone has been set to print failures

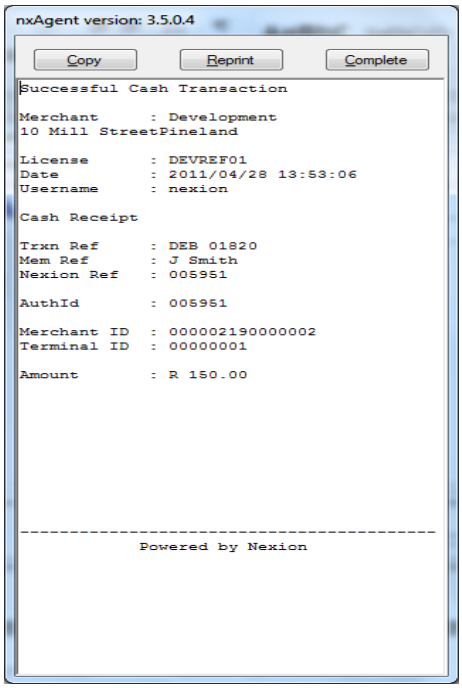


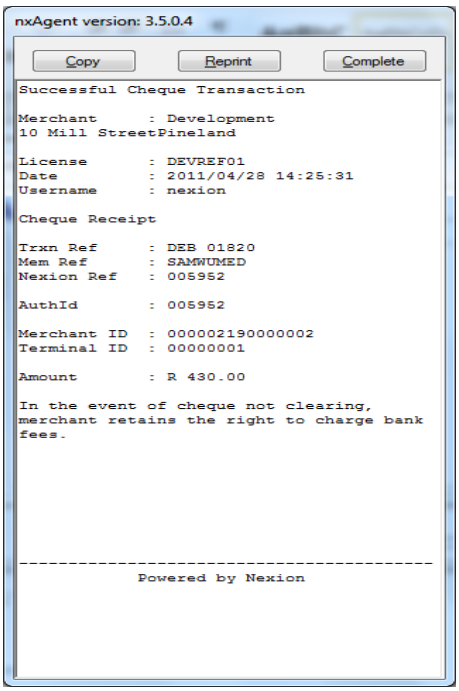
Declined Card Receipt

Declined code

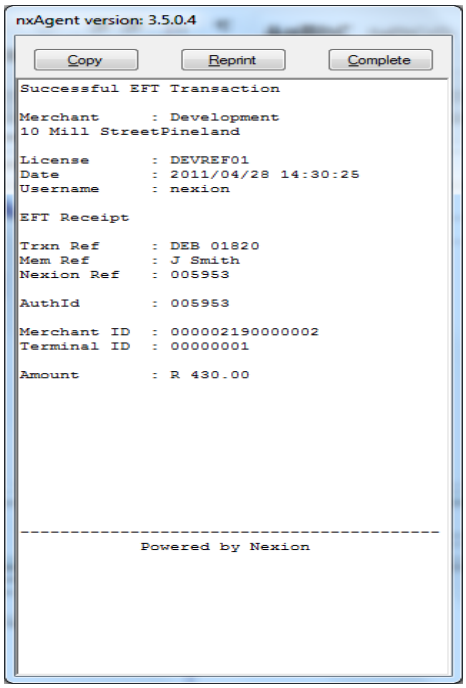
Please Note
It is vital that you look at the Declined code next to the Auth ID so that technical support can help identify and fix the problem

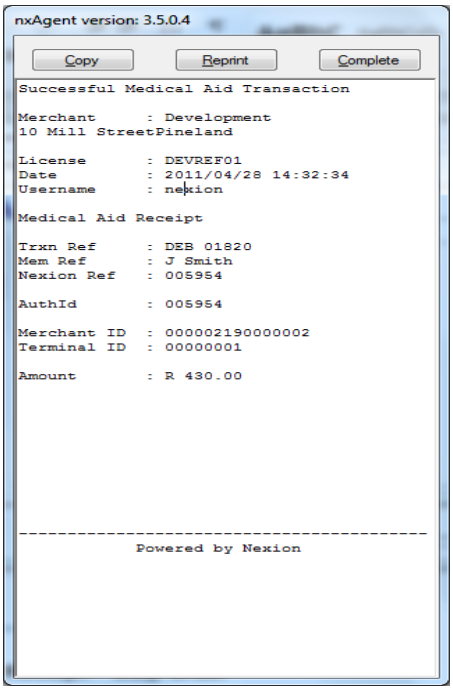
Successful Cash & Cheque Receipts





Successful EFT & Medical Aid (Bank)





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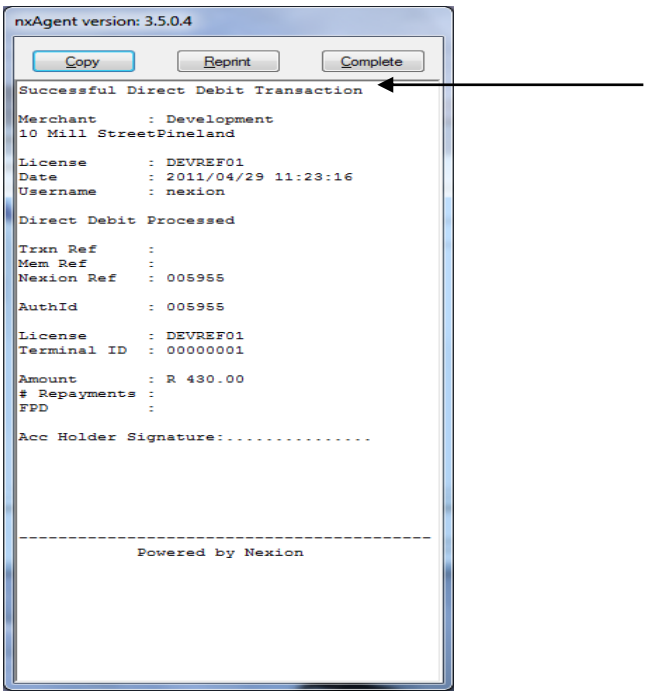
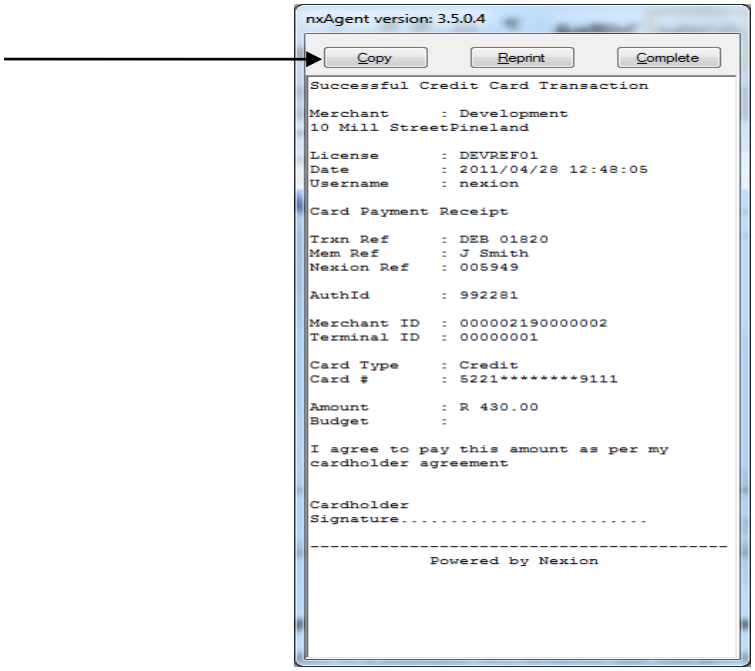
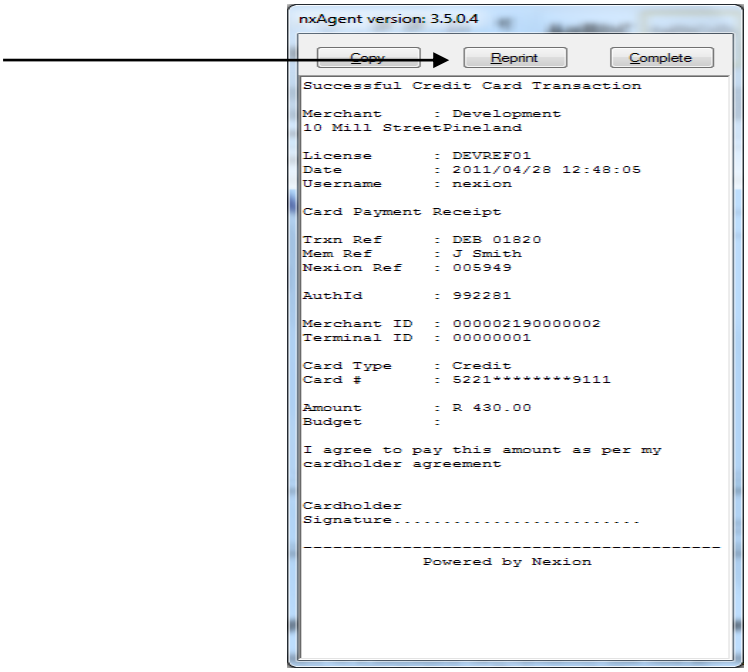
Successful Stop Order Receipt



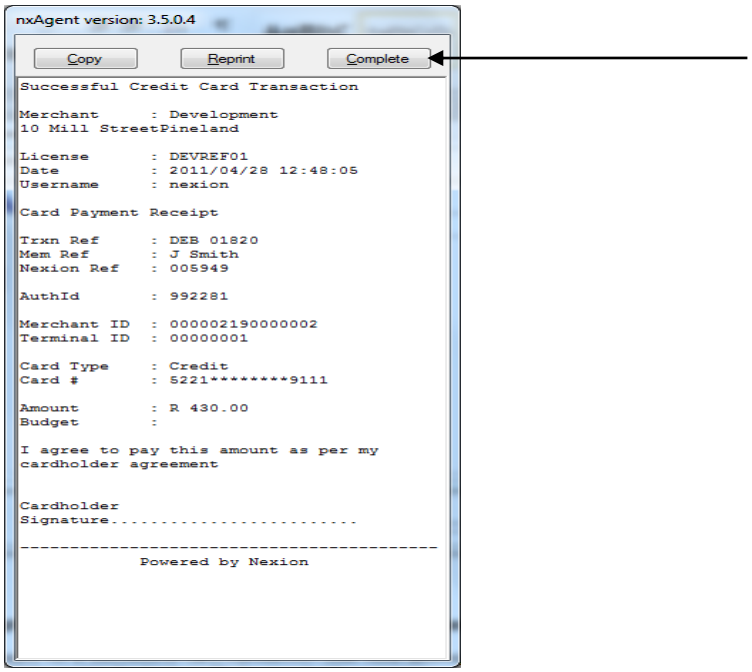
Selecting copy saves a copy to the clipboard and can be pasted into any application such as Word, Excel, Note pad or even Outlook.



Selecting reprint allows the user to reprint the current receipt in case of a printer malfunction such as the power being off; no paper; no ink etc...



Selecting complete ends the transaction process



Integrated users: Successful transactions will post to patient record at this point.

Printing

Nexion uses 2 types of printers to print receipts, a thermal printer and a desktop (default) printer.

Please Note:
Nexion supports the following thermal printers:

1) Epson TMT88IV thermal printer with auto cut
   Till Roll size: 80mm X 83mm

2) Posiflex PP8000II thermal printer with auto cut
   Till Roll size: 80mm X 83mm

3) Partner RP320 thermal printer with auto cut
   Till Roll size: 80mm X 83mm

For further information on purchasing a thermal printer please contact Nexion on (+27) 21 510 0240

Thermal Printer

The thermal printer is an inkless printing system that prints on thermal till roll paper, similar to the way fax paper is printed on. A thermal printer provides you with a paper conscious alternative to desktop A4 size printing. When using a thermal printer solution only receipts are printed to this printer and reports are printed to your default desktop printer.

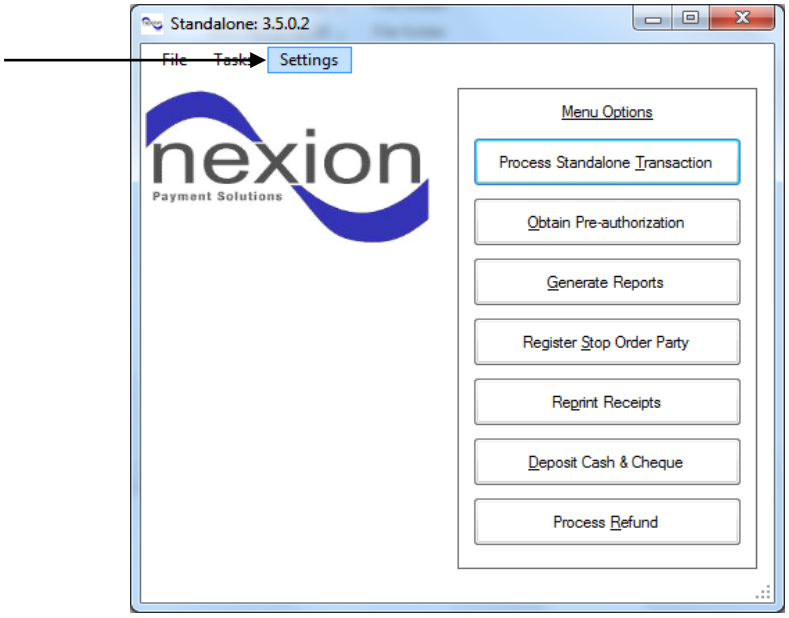
Desktop Printer

The desktop printer uses ink or toner to print onto an A4 size paper. This is usually attached to your computer via USB or Network point and is usually set as your default printer.

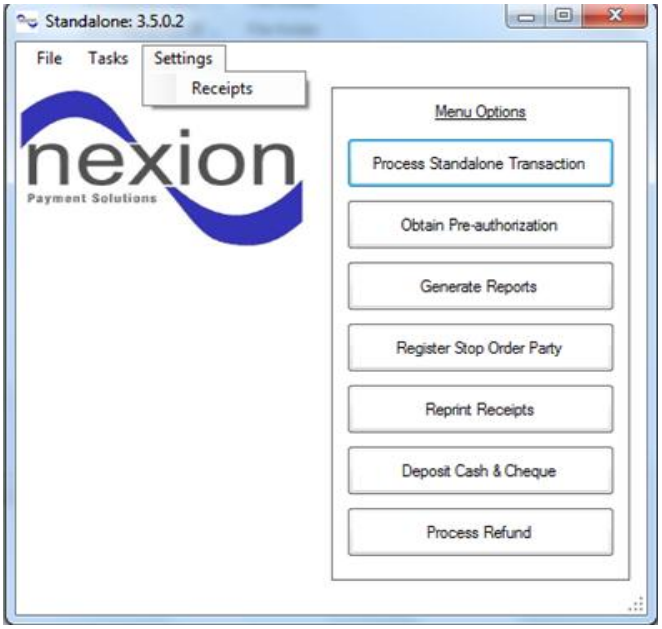
Setup options for a desktop/default printer number of receipts

Nexion allows you to configure the default number of receipts printed.

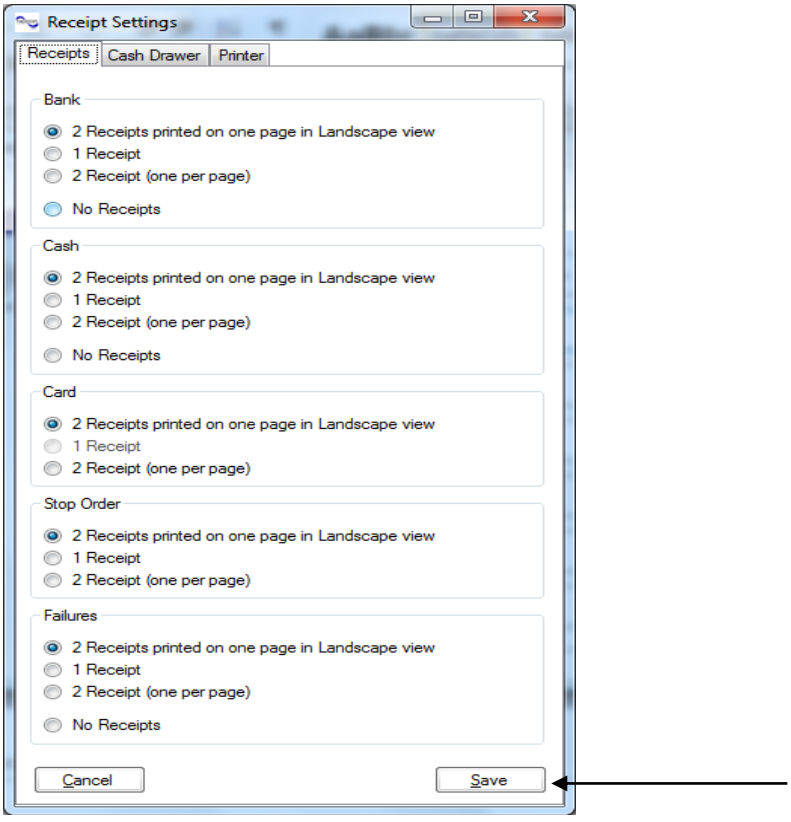
6. From the “Main Menu” Select the “Settings” tab



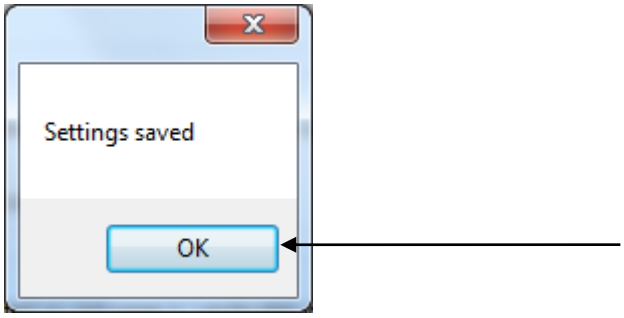
7. Select “Receipts” from the drop down menu



8. The “Receipts Settings” screen will be displayed. Select your desired settings and Save



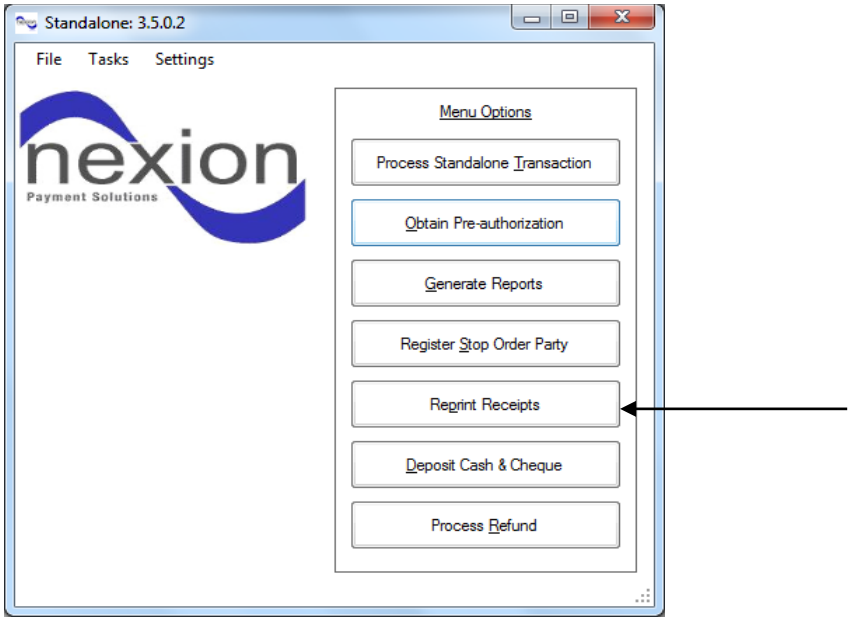
9. A settings saved screen will be displayed. Select <OK> to continue



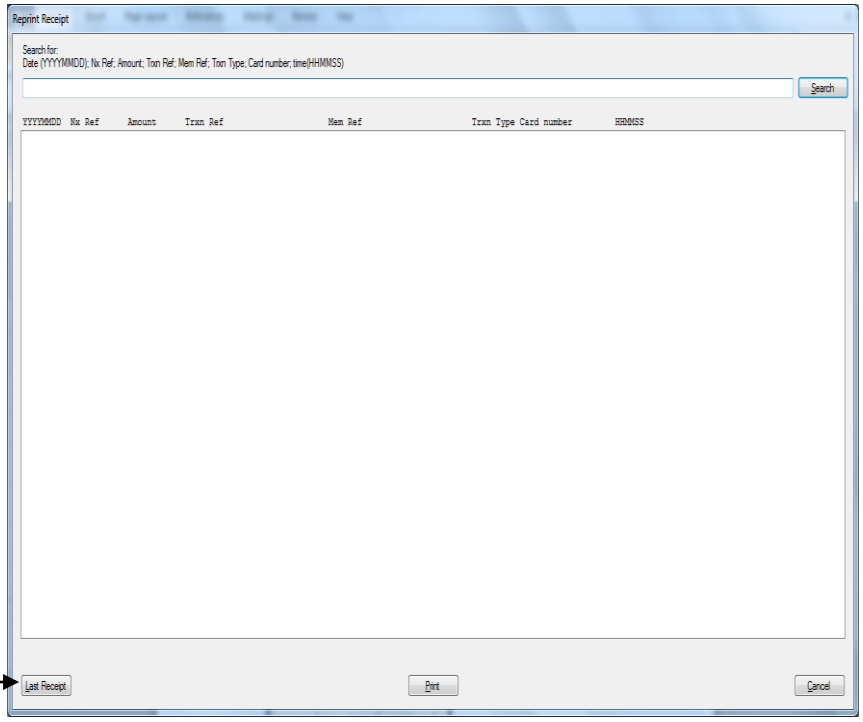
Reprinting Receipts

Nexion allows you to reprint a receipt for a previously processed transaction.

1. From the “Main Menu” select “Reprint Receipts”

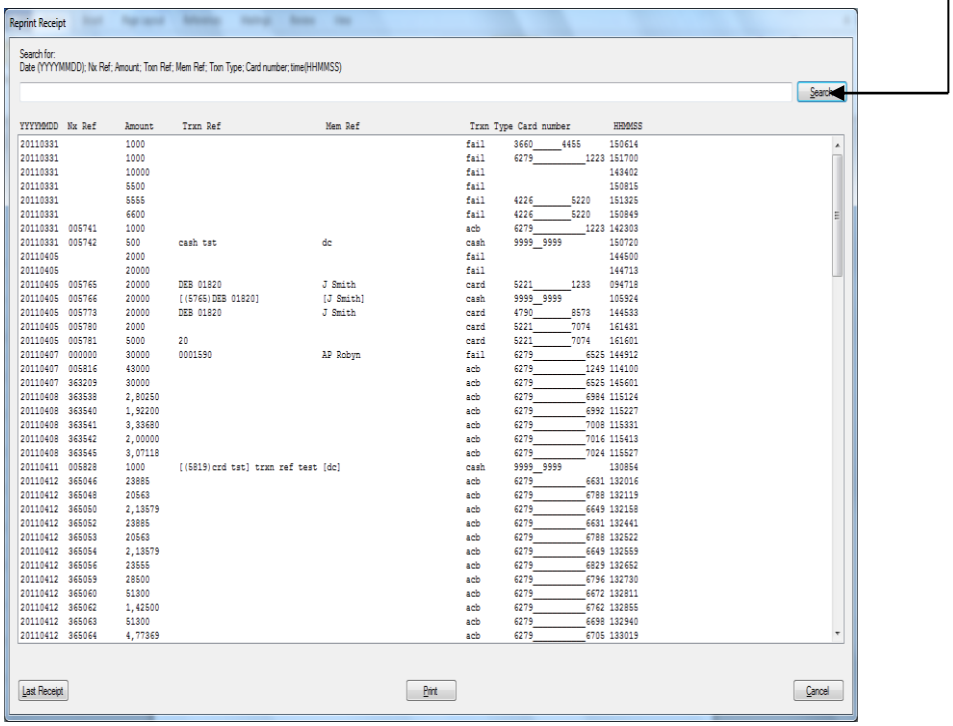


2. A blank search screen will be displayed. The user can search by using the Date (YYMMDD), Nx Ref, Amount, Trxn Ref, Mem Ref, Trxn Type, Card Number and Time (HHMMSS)

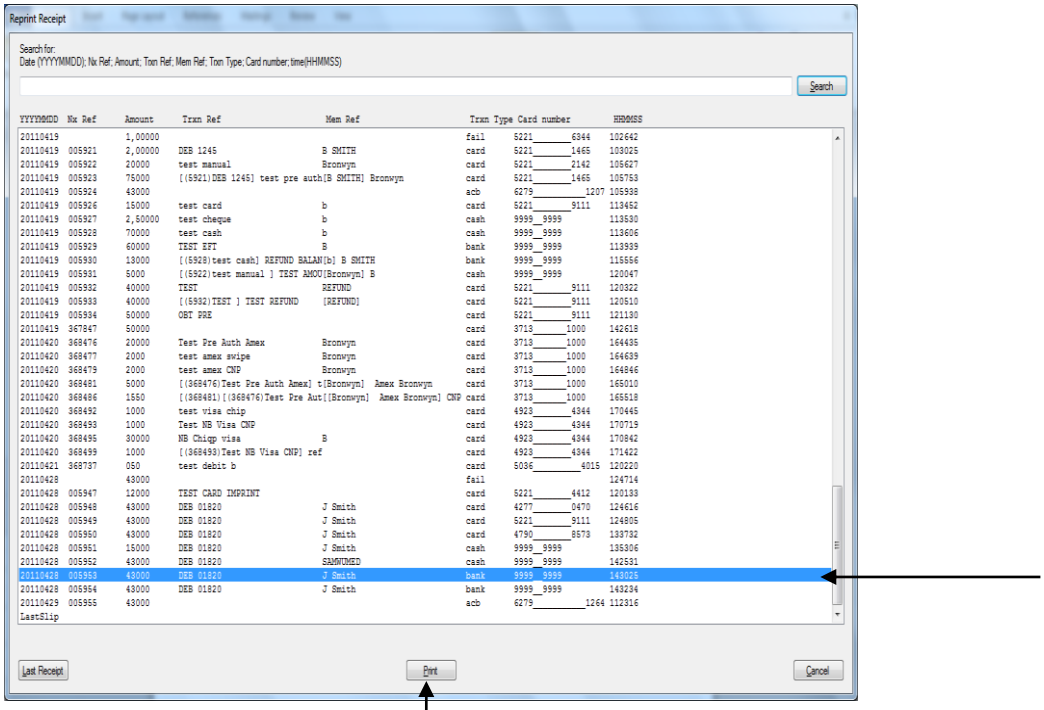

Reprint Receipt
Search for:
Date (YYYYMMDD); Nx Ref; Amount; Trxn Ref; Mem Ref; Trxn Type; Card number; time(HHMMSS)
Search
YYYYMMDD Nx Ref Amount Trxn Ref Mem Ref Trxn Type Card number HHMMSS
Last Receipt
Print
Cancel

Selecting Last Receipt will display the receipt for the last transaction processed

3. Selecting search will populate a list of previously processed transactions

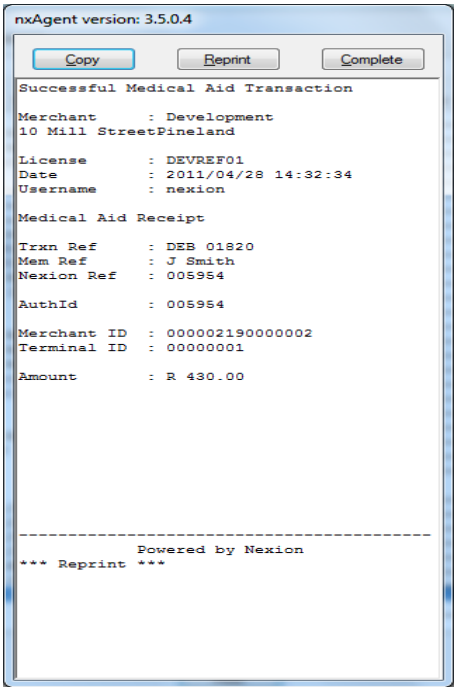


4. Select the transaction to be reprinted

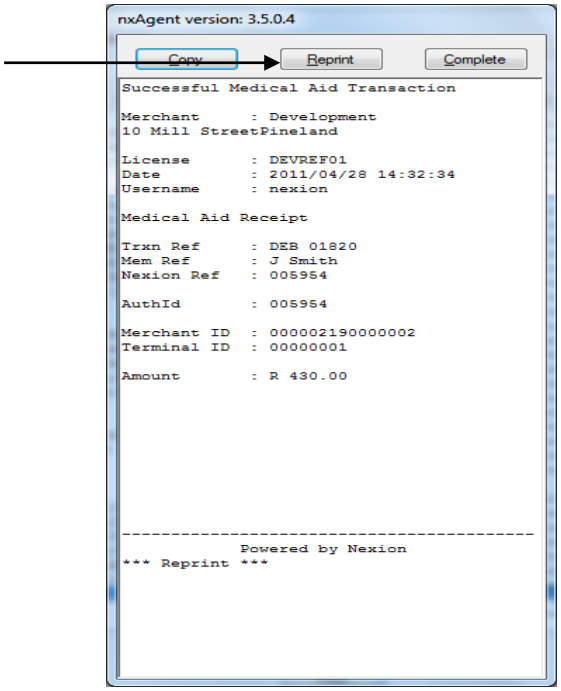


5. Select <Print>

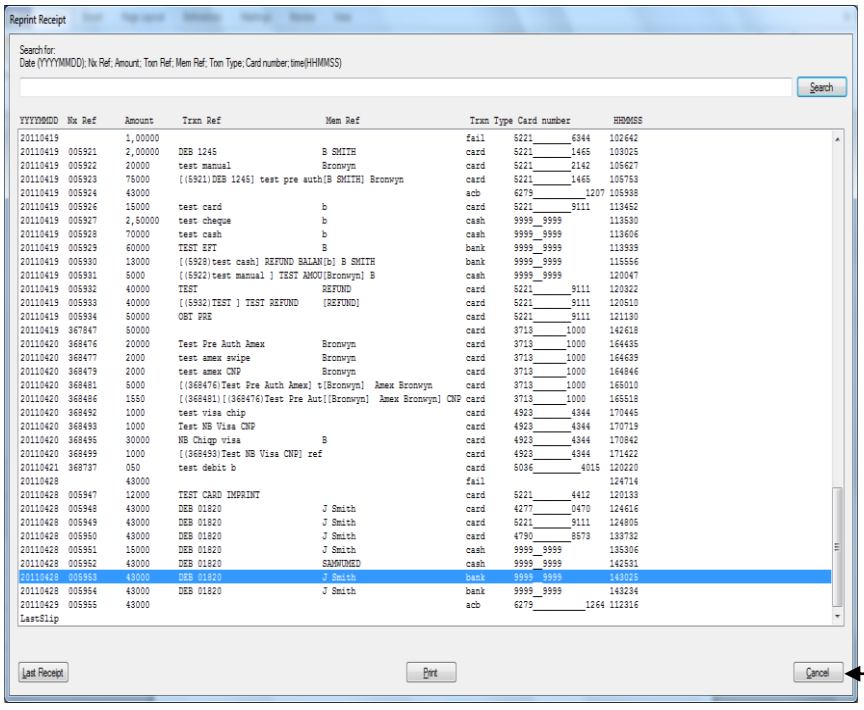
6. A copy of the receipt will be displayed on your screen



7. Selecting Reprint will reprint 1 copy of the receipt to your default receipt printer



8. Selecting Complete returns the user to the receipt search screen



9. Selecting Cancel returns the user to the Main Menu

Chapter 15

Report Introduction

Nexion reports are generated by specifying required criteria such as the date range and can be further narrowed using optional criteria.

Report Types

Nexion provides you with 4 reports:

A. Submission Report – Balance to debtor/practice management system
B. Bank Reconciliation Report – Balance to bank accounts
C. Pre - Authorization Report
D. Cash Deposit Detail Report

A: Submission Report:

This report allows you to view transactions submitted to NEXION for a date (or within a date range) selected. The submission report is used to reconcile daily receipts to your debtor/practice management system as well as to determine the status on specific transactions. Please note that all cash & cheque transactions will remain pending until a cash deposit has been done (see chapter – pg – on cash deposit function).

Uses:
- Reconcile & Balance debtor/practice management system
- Identify Transaction Status
- Identify processed stop order transactions
- Post transactions to Practice Management System for standalone clients

B: Bank Reconciliation Report

This report allows you to view transactions deposited into your nominated account for the date (or within the date range) selected.
The cash report is used to obtain transaction level detail on your bank account statement. This will make reconciliation of Nexion deposits much easier. Historical cash flow or future cash flow can also be monitored using this report.

Uses:
- Reconcile Nexion Deposits to your Bank account
- Reconcile Daily Cash-up & Deposits to your Bank Account
- Reconcile EFT deposits
- Reconcile Bulk Medical Aid deposits

C: Pre – Authorization Report

This report allows you to view all pre – authorizations obtained up to 10 days prior. Note that once a payment has been processed against a pre – authorization it will no longer reflect on your report.

D: Cash Deposit Detail Report

This report is provided to you every time you use the Cash Deposit Function and provides a summary of all the cash & cheque transactions deposited. Statuses of these transactions will change from pending to paid and the expected date of these transactions will change to the date of the last deposit (see chapter – pg – on cash deposit function).

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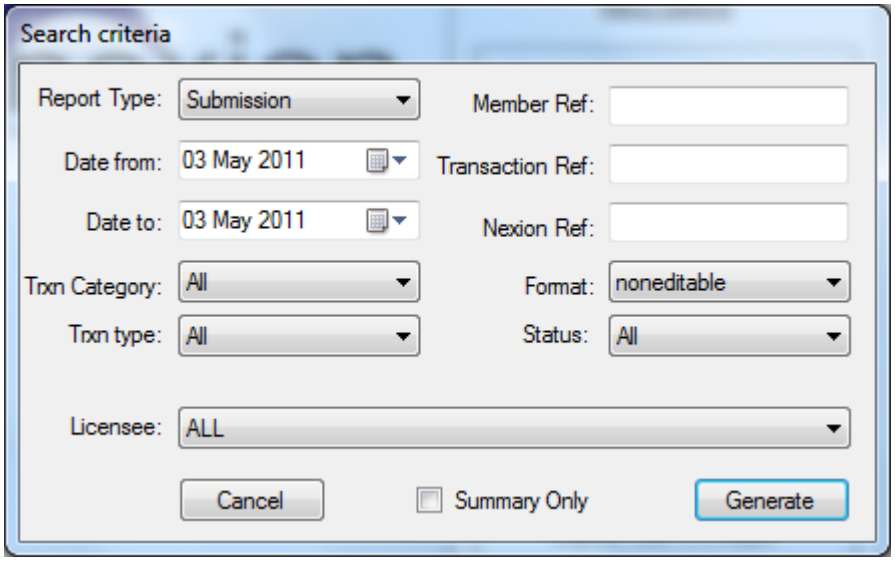
Report Search Criteria screen



Required fields

In order to generate a report the required information must be specified (required fields must be selected). If nothing is selected, it will default to a Submission report with the current date and all transaction categories and types.

There are 5 main requirement fields:

1. **Report Type** - “Submission” , “Bank Reconciliation” or ”Pre Auth report
2. **Date Range** - “from” & “to”
3. **Transaction Category** – There are 5 transaction categories
4. **Report Type** - “Submission” , “Bank Reconciliation” or ”Pre Auth report
5. **Transaction Type** – There are different transaction types, each pertaining to the relevant transaction category selected

Optional fields

To narrow the search even further by specifying optional data below:

Member Reference – to select a specific debtor number within a date range
Transaction Reference – to select a specific name within a date range
Nexion Reference – to select a specific receipt within a date range

Formatting fields

To select the desired type of report use the following selection:

Editable or Non – Editable Versions – To view either an Editable or Non-Editable report
Summary Only – To view only the summary detail tab
Status – To select All, Pending, Failed or Paid

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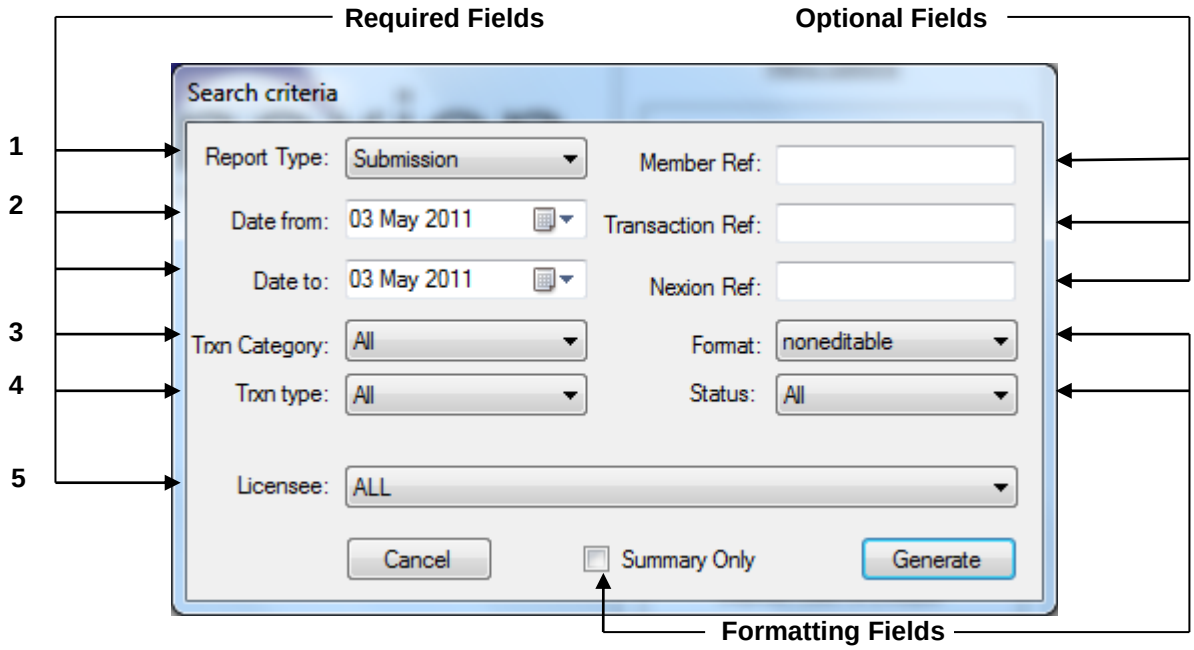
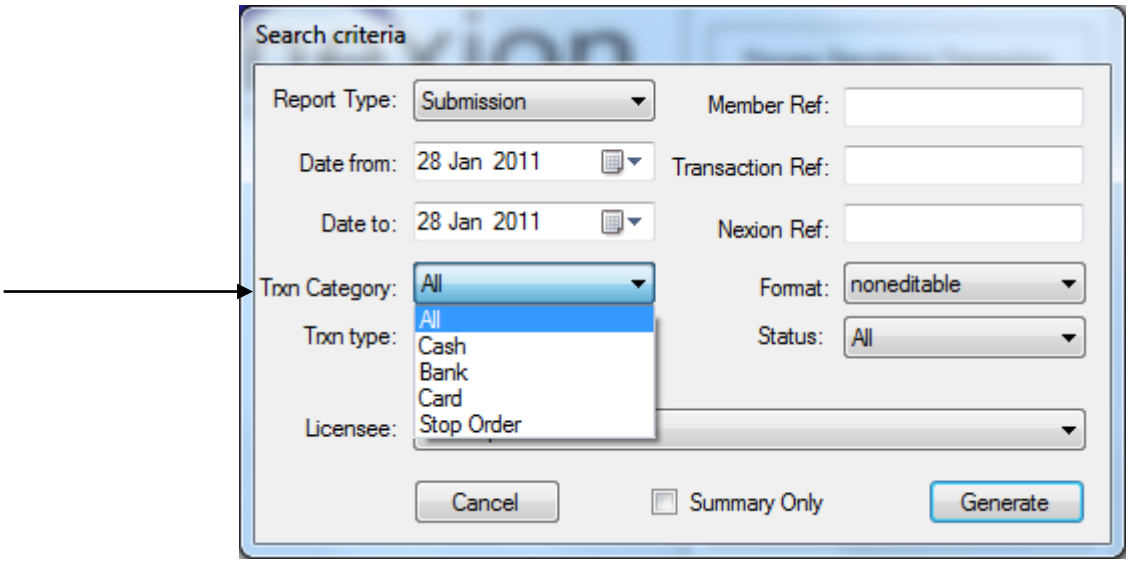


Transaction Categories and Types

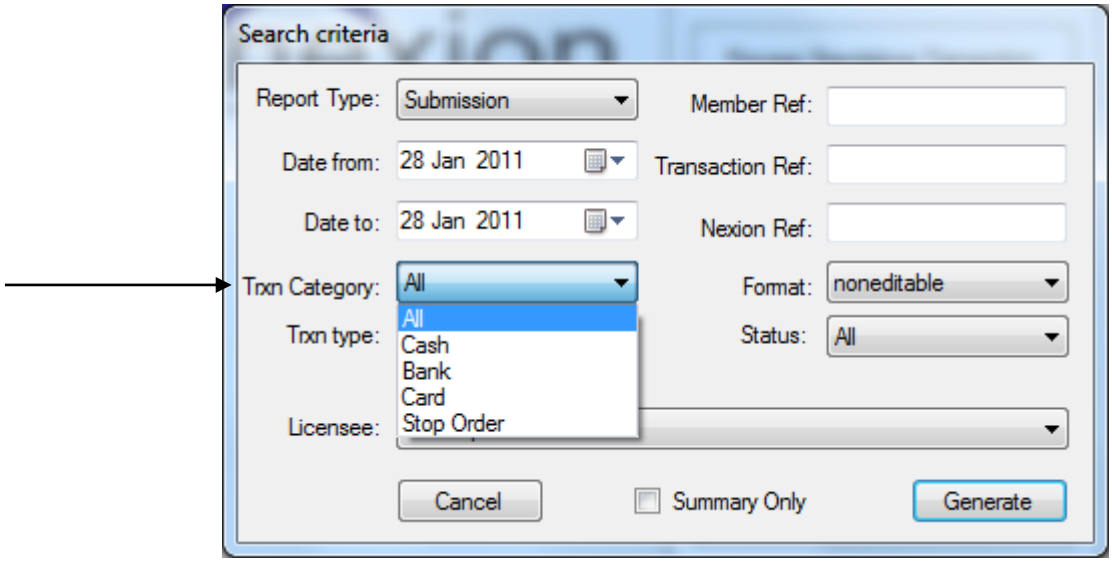
There are 5 transaction categories:

1. **All –** To select all transaction categories
2. **Cash -** Cash and cheque transactions only
3. **Bank -** E.F.T and Medical Aid only
4. **Card -** Card transactions only
5. **Stop Orders –** Stop Orders only



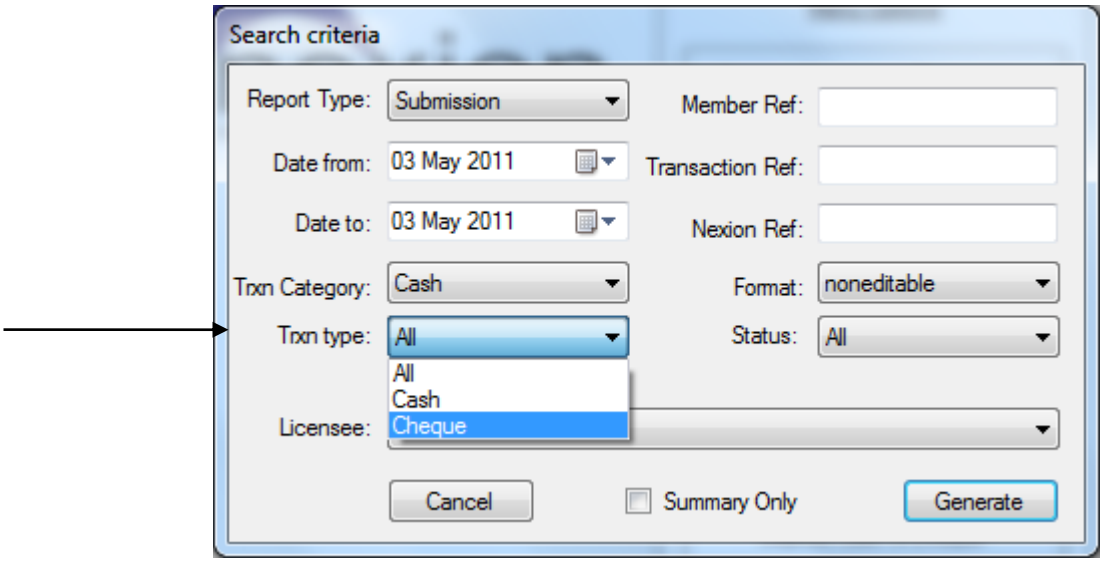
*** Note that when selecting "All" from the "Trxn Category" drop down list, the transaction type will automatically default to "All" transaction types.**

When selecting a specific transaction category only a transaction type pertaining to the category will be available for selection from the Trxn type drop down.



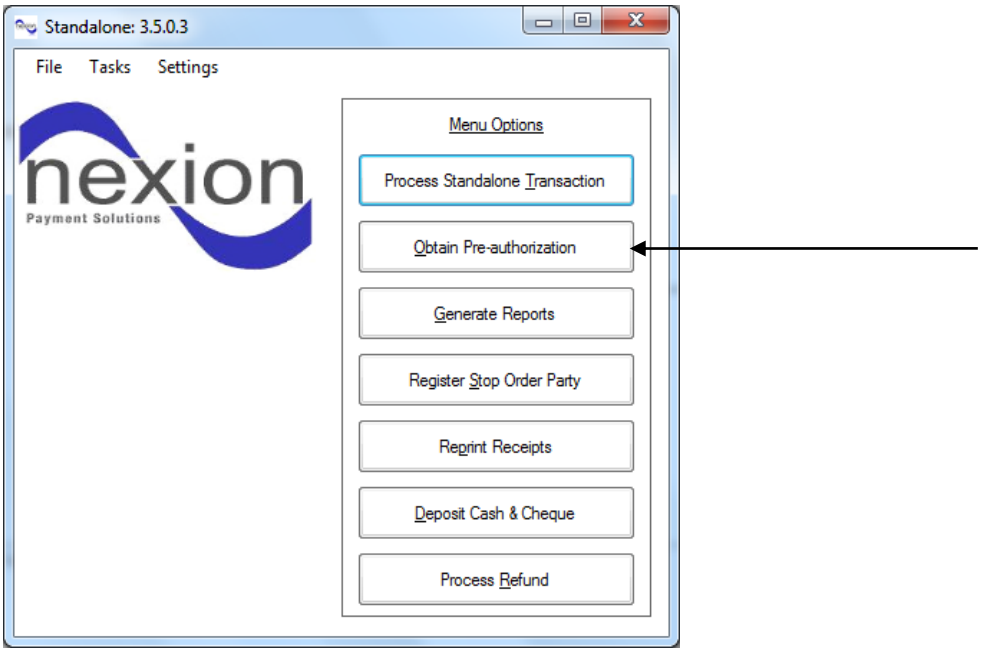
If the following Transaction Category is selected, the following transaction type can be selected:

All – To select all transaction type
Cash – Cash & Cheques
Bank – EFT & Medical Aid
Card – Master Card, Visa, Debit Cards, American Express, Diners Club
Stop Orders - Stop Orders Only

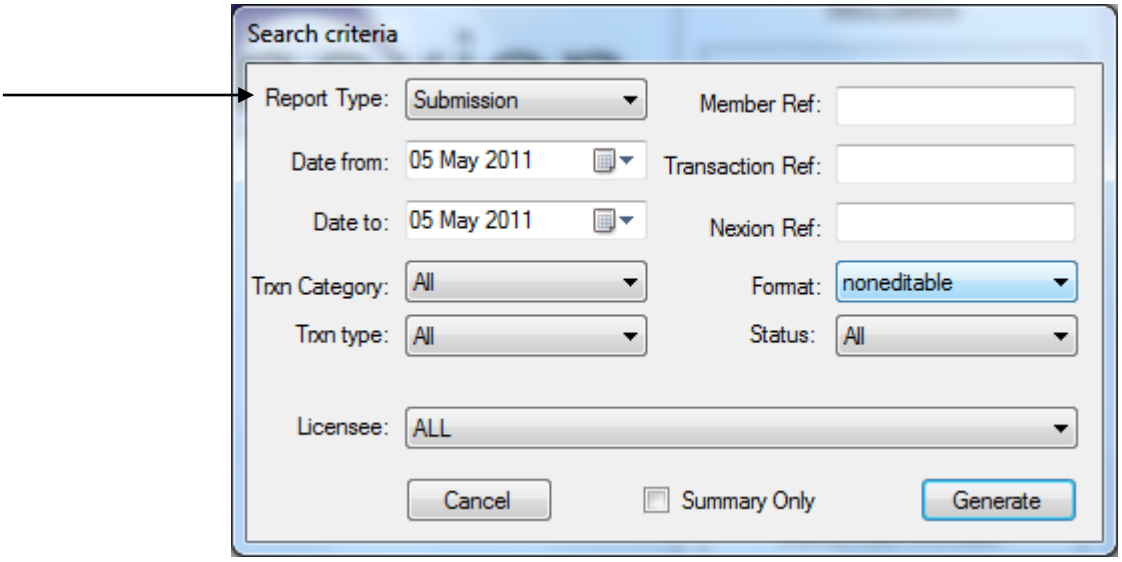


Generating Reports

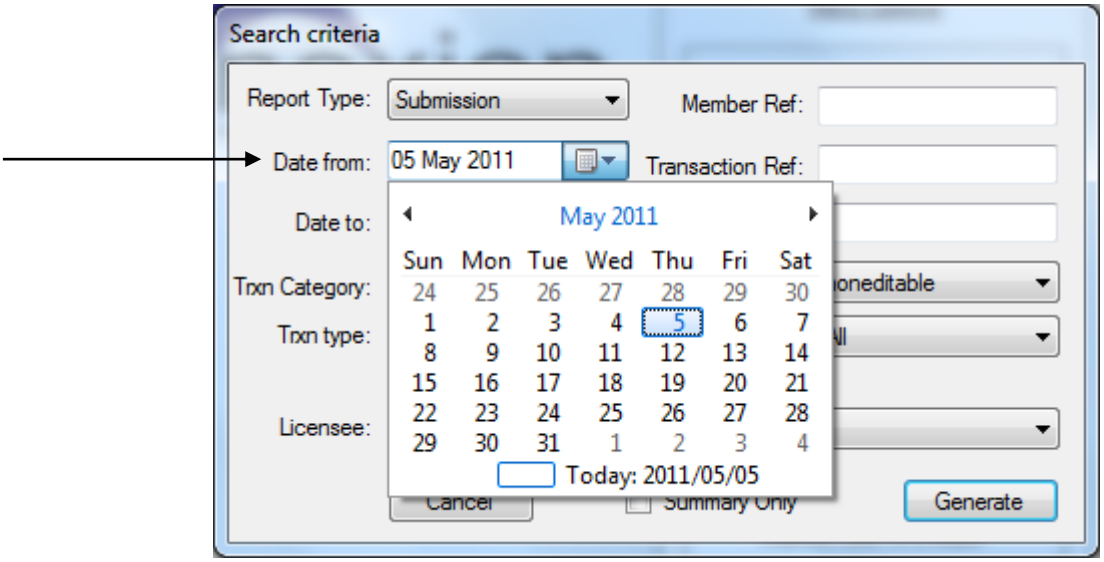
1. From the Nexion “Main Menu” select “Generate Reports”



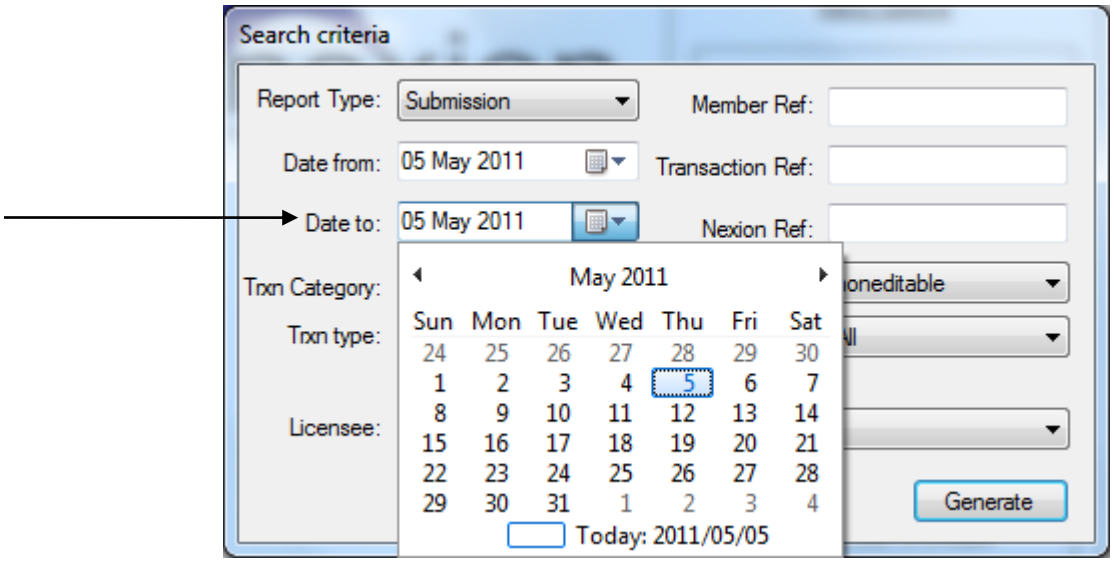
2. Select “Report Type” - Submission or Bank Reconciliation or Pre - Auth



3. Select “Date from” for report

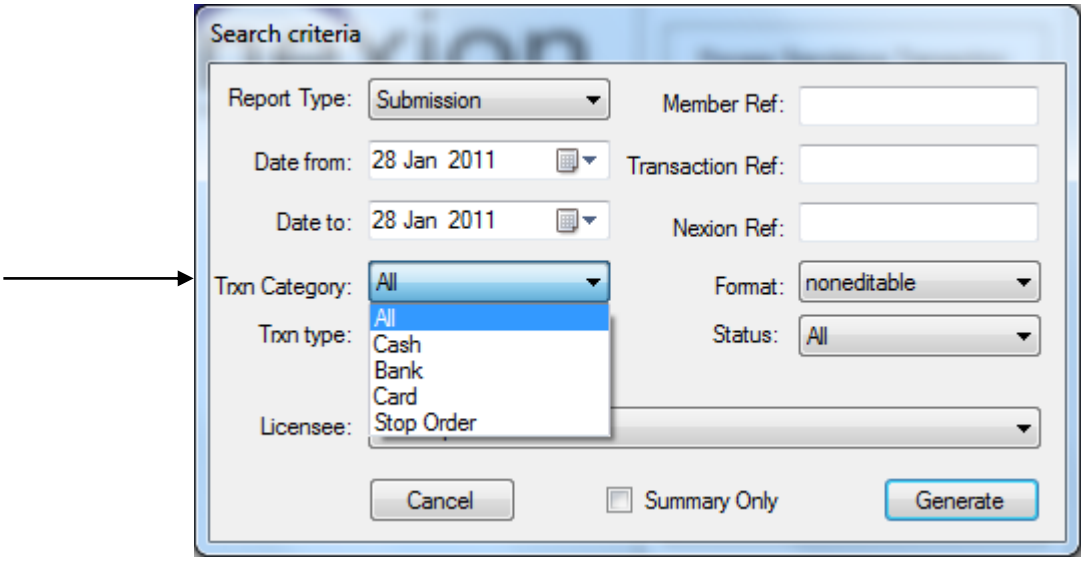


4. Select “Date To” for report

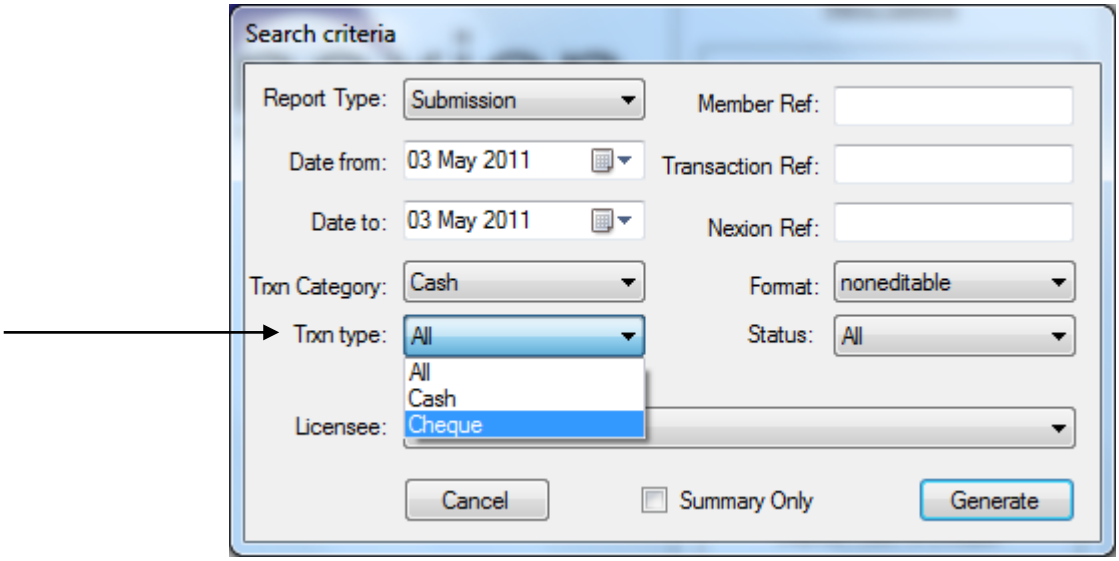


Please Note
If you leave the date field blank and select “OK” the report will default to today’s date

5. Select the “Transaction Category” to appear on report



6. Select the “Transaction Type” to appear on report



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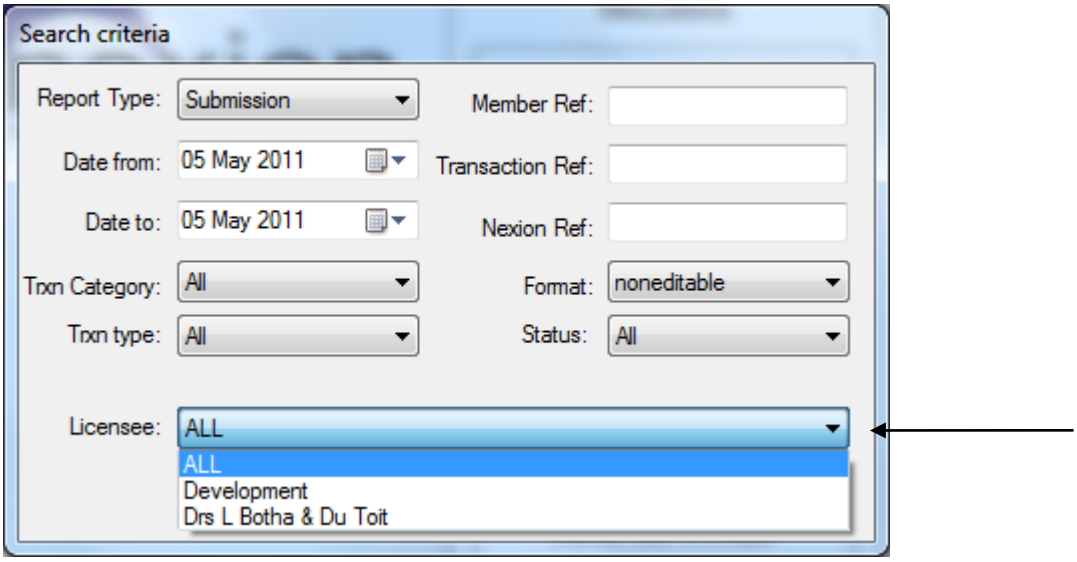
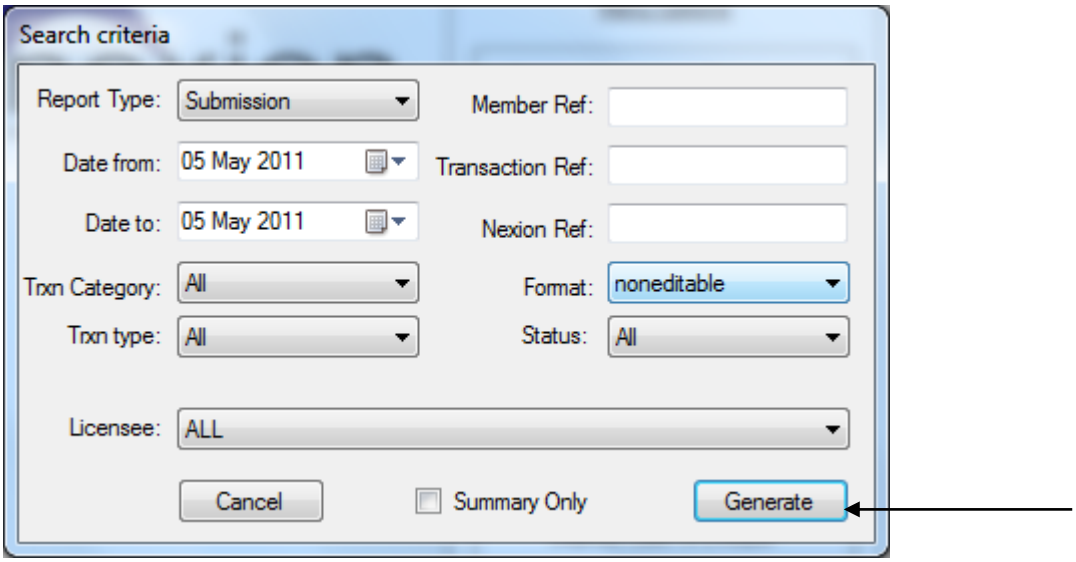
7. Select a specific Licensee or All if there are multiple Licensees in a group

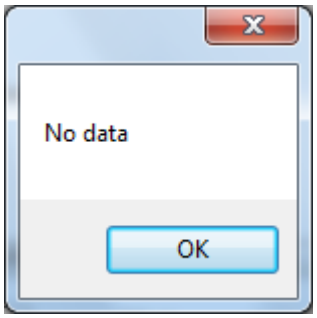


8. Select “Generate” to create your reports



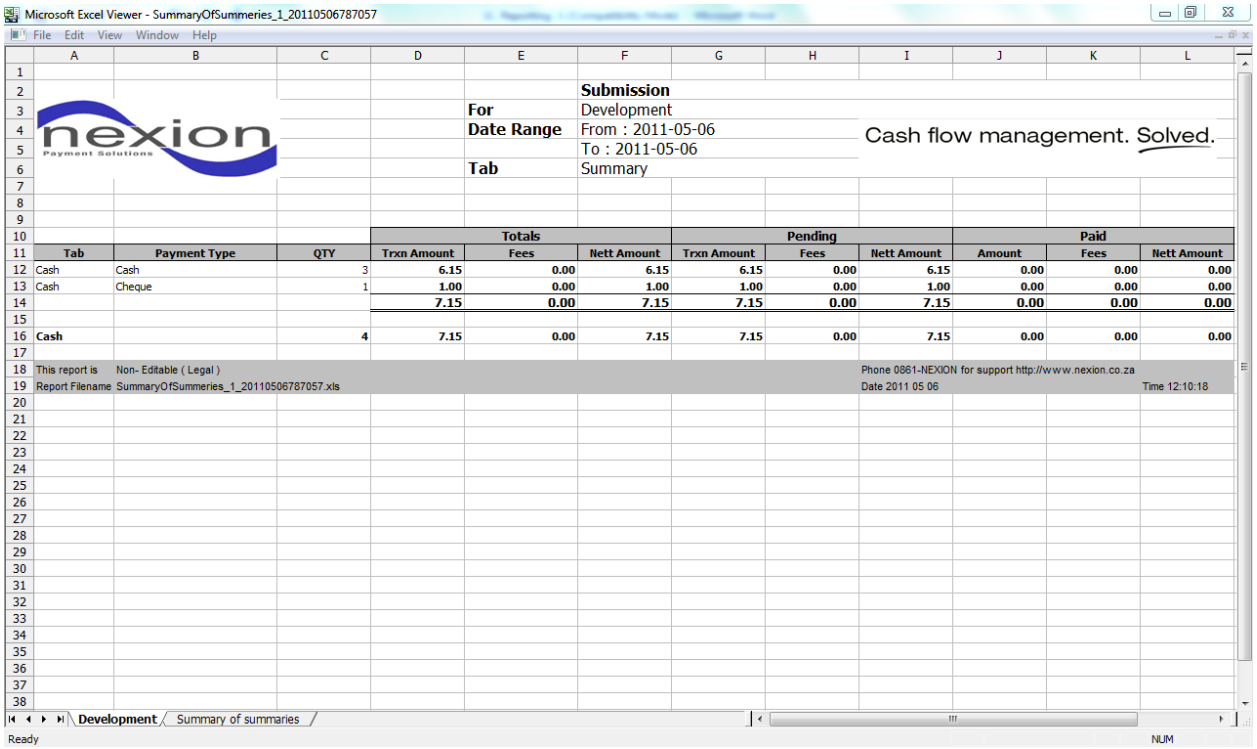
Please Note

If no data is found for the selected date range you will receive the following error message



Selecting <OK> returns the user to the search criteria screen

9. An Excel spread sheet report will be displayed on your screen.



Microsoft Excel Viewer - SummaryOfSummeries_1_20110506787057

File Edit View Window Help

					Submission						
				For	Development						
				Date Range	From : 2011-05-06			Cash flow management. Solved.			
					To : 2011-05-06						
				Tab	Summary						
			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
Cash	Cash	3	6.15	0.00	6.15	6.15	0.00	6.15	0.00	0.00	0.00
Cash	Cheque	1	1.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00
			7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00
Cash		4	7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00
This report is	Non- Editable (Legal)							Phone 0861-NEXION for support http://www.nexion.co.za			
Report Filename	SummaryOfSummeries_1_20110506787057.xls							Date 2011 05 06			Time 12:10:18

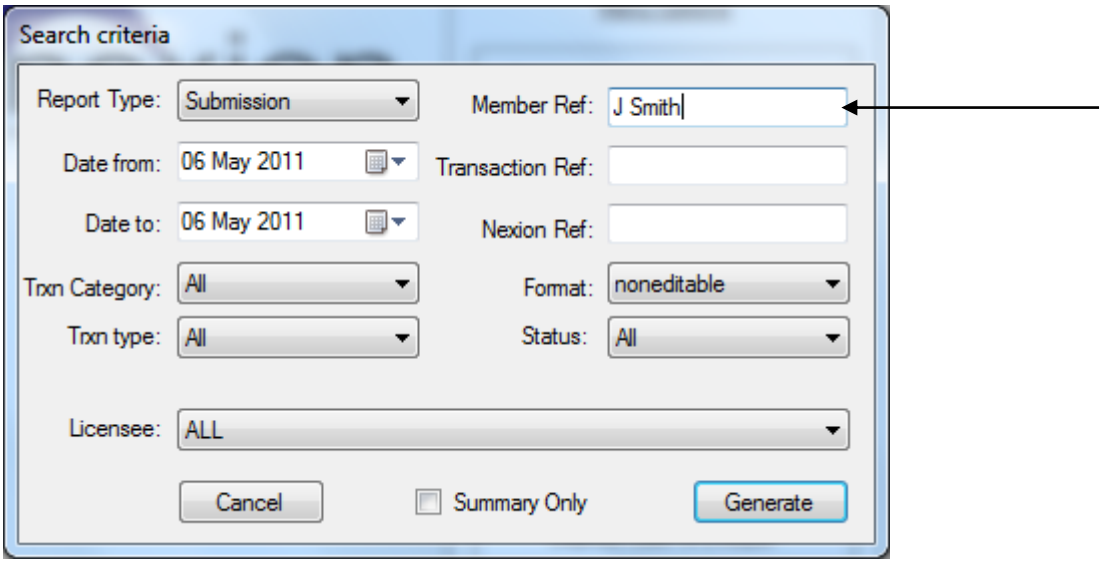
Development | Summary of summaries

Ready NUM

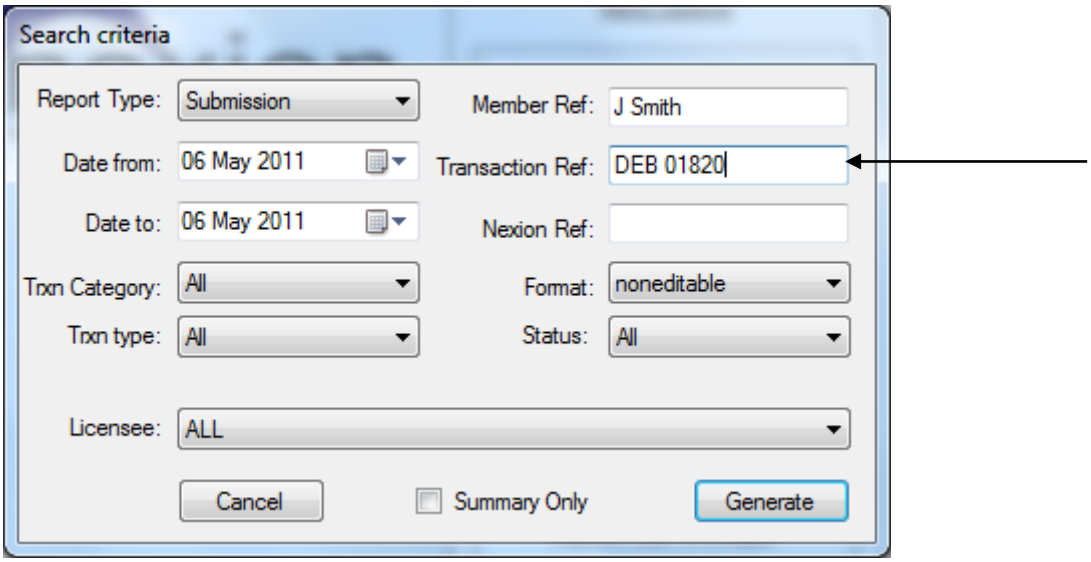
Generating a report using Optional Fields

To further filter/narrow a specific transaction the following can be done:

1. Select Member Ref for a specific member's file number or a specific member's transaction during the selected date range.



2. Select Transaction Ref for a specific member/patient or a specific member/patient transaction during the selected date range.



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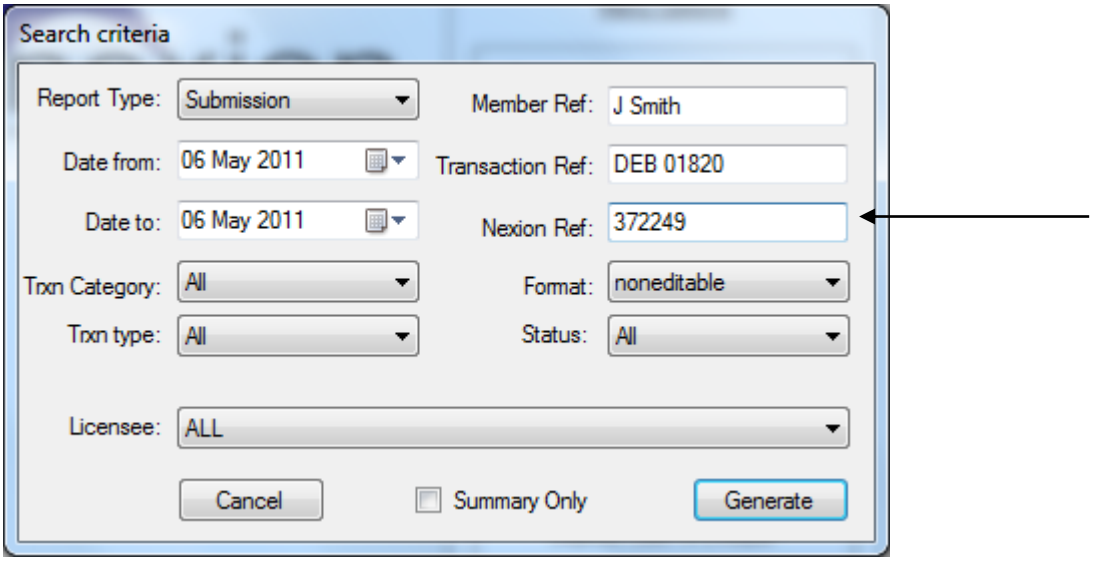
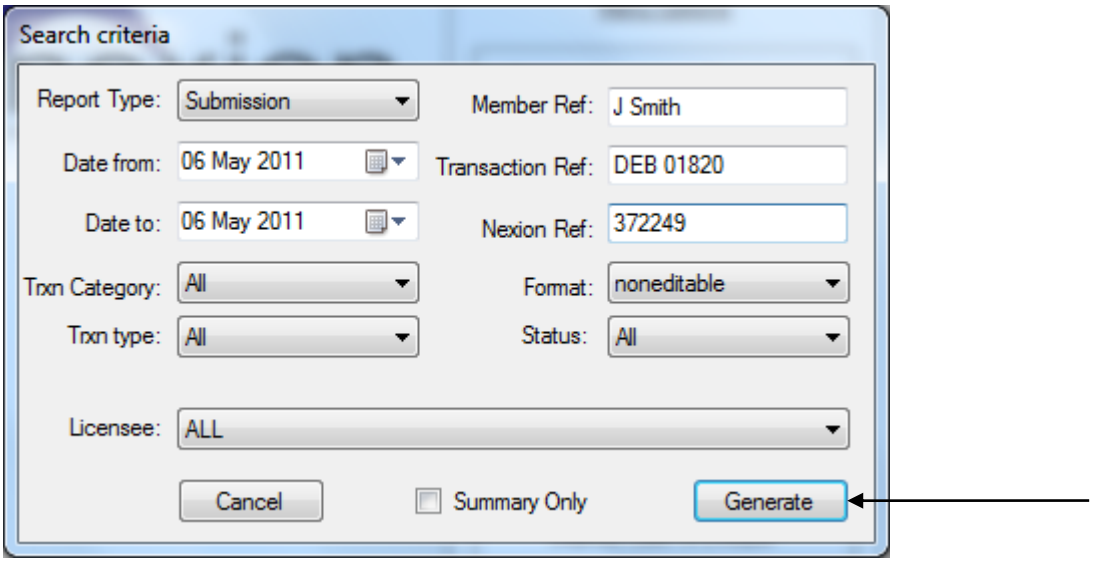
3. Select Nexion Ref for a specific receipt or proof of payment.



4. Select Generate, to generate a report.



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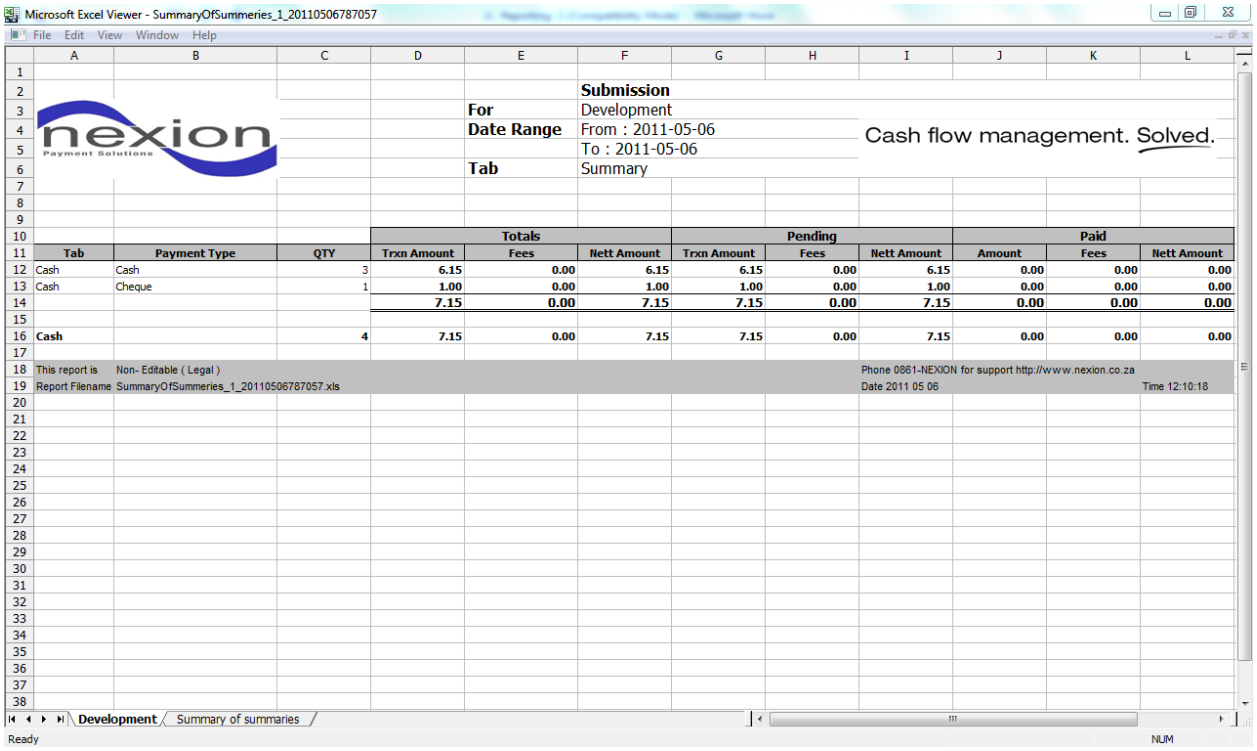
5. An Excel spread sheet report will be displayed on your screen



Microsoft Excel Viewer - SummaryOfSummeries_1_20110506787057

File Edit View Window Help

					Submission							
				For	Development							
				Date Range	From : 2011-05-06				Cash flow management. Solved.			
					To : 2011-05-06							
				Tab	Summary							
			Totals			**Pending**			**Paid**			
Tab	**Payment Type**	**QTY**	**Trxn Amount**	**Fees**	**Nett Amount**	**Trxn Amount**	**Fees**	**Nett Amount**	**Amount**	**Fees**	**Nett Amount**	
Cash	Cash	3	6.15	0.00	6.15	6.15	0.00	6.15	0.00	0.00	0.00	
Cash	Cheque	1	1.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	
			7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00	
Cash		**4**	7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00	
This report is	Non- Editable (Legal)							Phone 0861-NEXION for support http://www.nexion.co.za				
Report Filename	SummaryOfSummeries_1_20110506787057.xls							Date 2011 05 06			Time 12:10:18	

Development | Summary of summaries

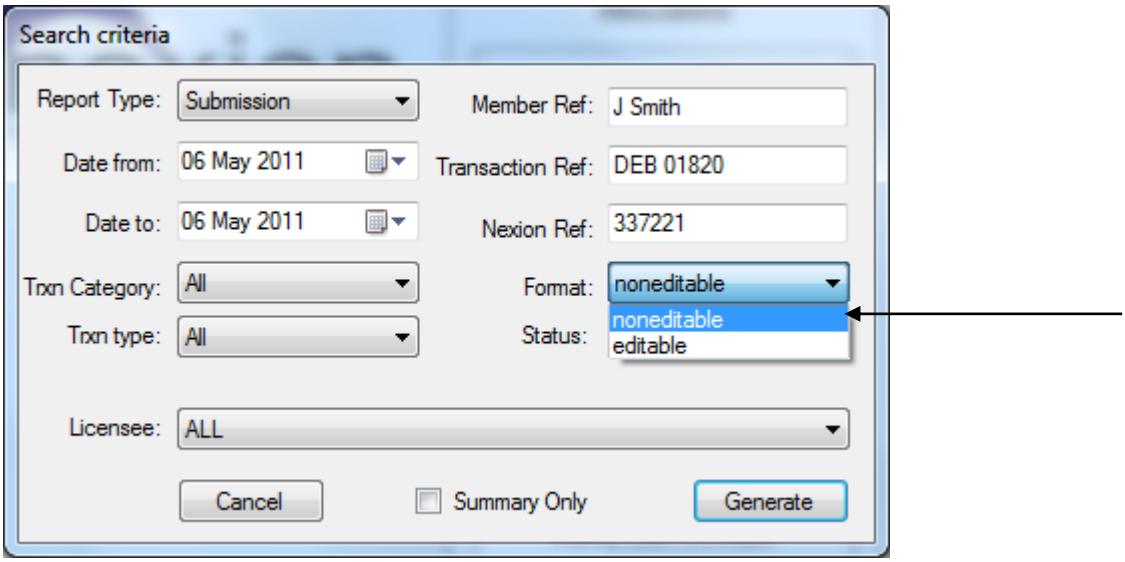
Ready NUM

Generating a report using Formatting fields

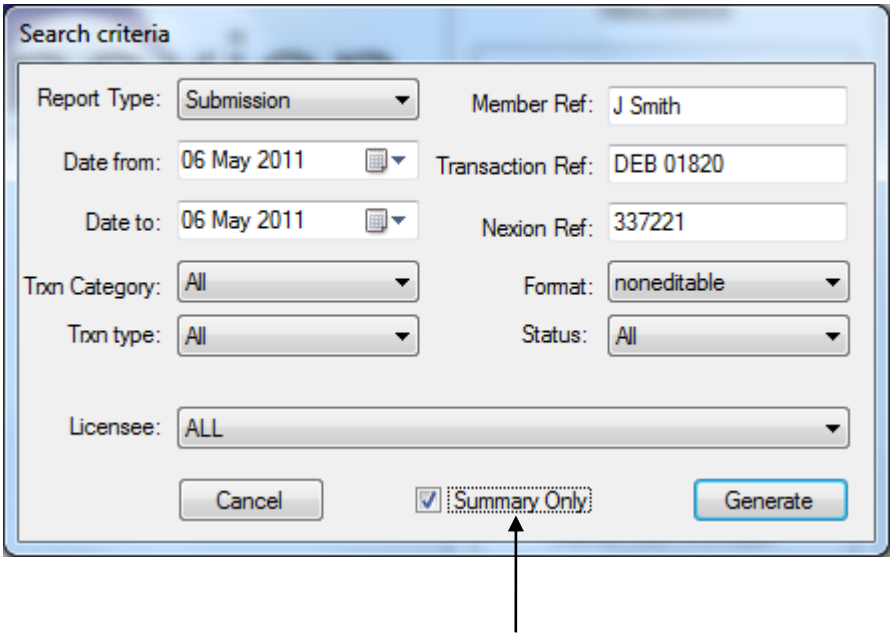
Nexion provides 2 types of reports: Non-Editable or Editable

1. Select the format of the report either Non – Editable or Editable

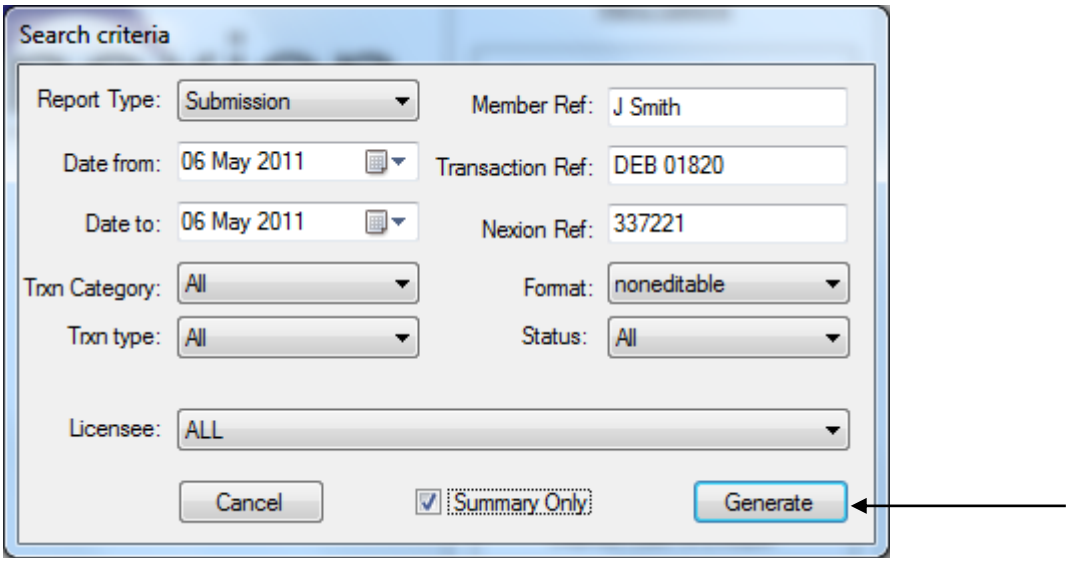
Non-Editable reports created by Nexion cannot be altered and can only be read on a computer that has a Nexion licence or a Reporting licence.
Editable reports are changeable and can be amended to suit the user.



2. Select Summary Only to view a summary of transactions processed during the selected date range.



3. Select Generate, to generate a report



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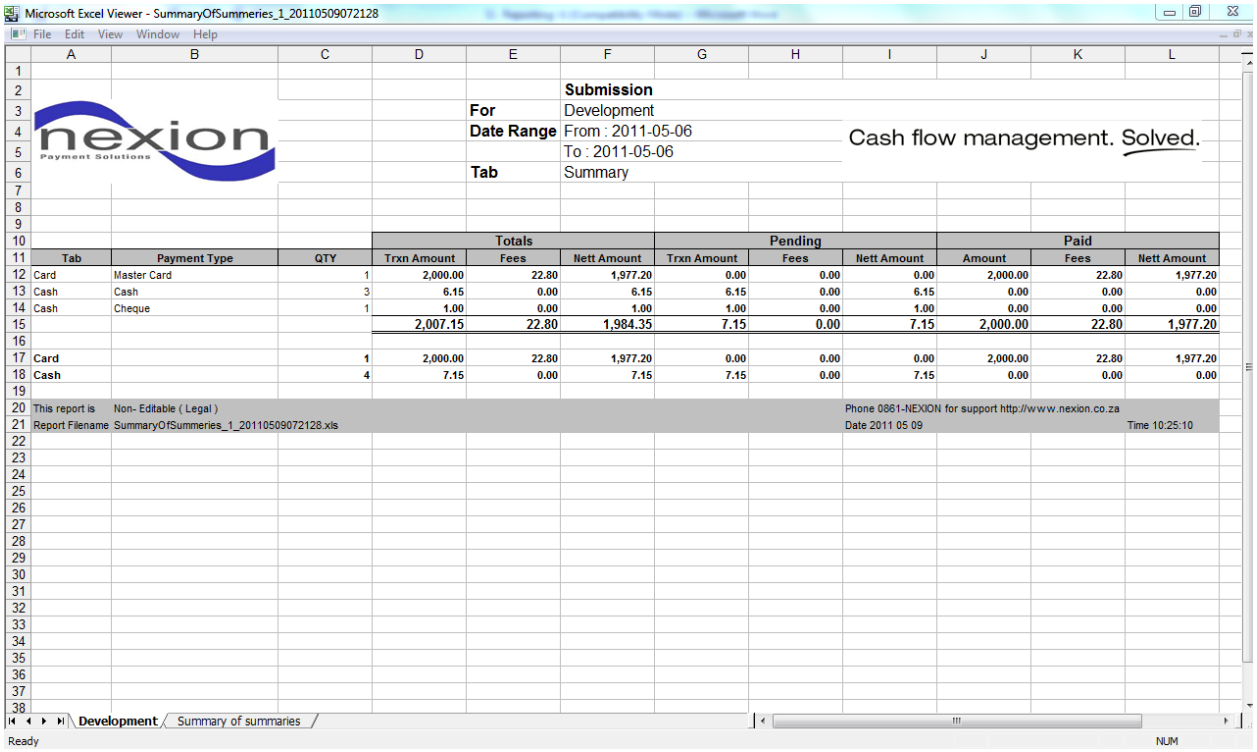
4. An Excel spread sheet report will be displayed on your screen



Microsoft Excel Viewer - SummaryOfSummeries_1_20110509072128

File Edit View Window Help

1												
2					Submission							
3				For	Development							
4				Date Range	From : 2011-05-06			Cash flow management. Solved.				
5					To : 2011-05-06							
6				Tab	Summary							
7												
8												
9												
10				Totals			Pending			Paid		
11	Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
12	Card	Master Card	1	2,000.00	22.80	1,977.20	0.00	0.00	0.00	2,000.00	22.80	1,977.20
13	Cash	Cash	3	6.15	0.00	6.15	6.15	0.00	6.15	0.00	0.00	0.00
14	Cash	Cheque	1	1.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00
15				2,007.15	22.80	1,984.35	7.15	0.00	7.15	2,000.00	22.80	1,977.20
16												
17	Card		1	2,000.00	22.80	1,977.20	0.00	0.00	0.00	2,000.00	22.80	1,977.20
18	Cash		4	7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00
19												
20	This report is	Non- Editable (Legal)							Phone 0861-NEXION for support http://www.nexion.co.za			
21	Report Filename	SummaryOfSummeries_1_20110509072128.xls							Date 2011 05 09			Time 10:25:10
22												
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38												

Development | Summary of summaries

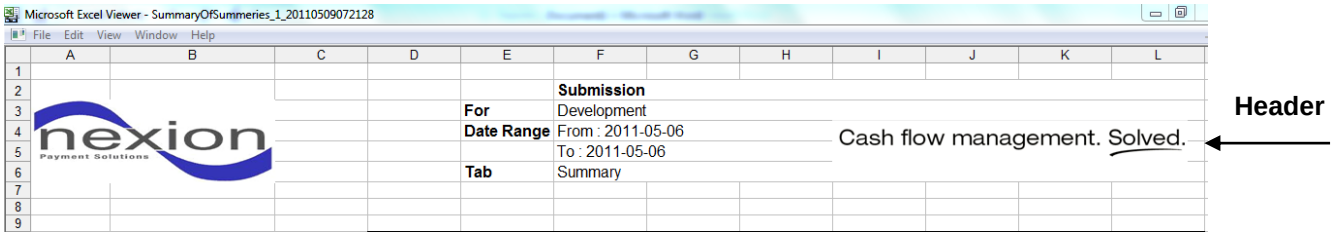
Ready NUM

Reading Reports

Report Page Layout

All reports have a similar layout which consists of; Header, Data, and Footer:

1. **Header –** The header on each report gives you the Report Info Criteria



Microsoft Excel Viewer - SummaryOfSummeries_1_20110509072128

File Edit View Window Help

1												
2					Submission							
3				For	Development							
4				Date Range	From : 2011-05-06			Cash flow management. Solved.				
5					To : 2011-05-06							
6				Tab	Summary							
7												
8												
9												

2. **Data –** The data is the information of the transactions done

				Totals			Pending			Paid		
Tab	Payment Type	QTY		Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amount
Card	Master Card		1	2,000.00	22.80	1,977.20	0.00	0.00	0.00	2,000.00	22.80	1,977.20
Cash	Cash		3	6.15	0.00	6.15	6.15	0.00	6.15	0.00	0.00	0.00
Cash	Cheque		1	1.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00
				2,007.15	22.80	1,984.35	7.15	0.00	7.15	2,000.00	22.80	1,977.20
Card			1	2,000.00	22.80	1,977.20	0.00	0.00	0.00	2,000.00	22.80	1,977.20
Cash			4	7.15	0.00	7.15	7.15	0.00	7.15	0.00	0.00	0.00

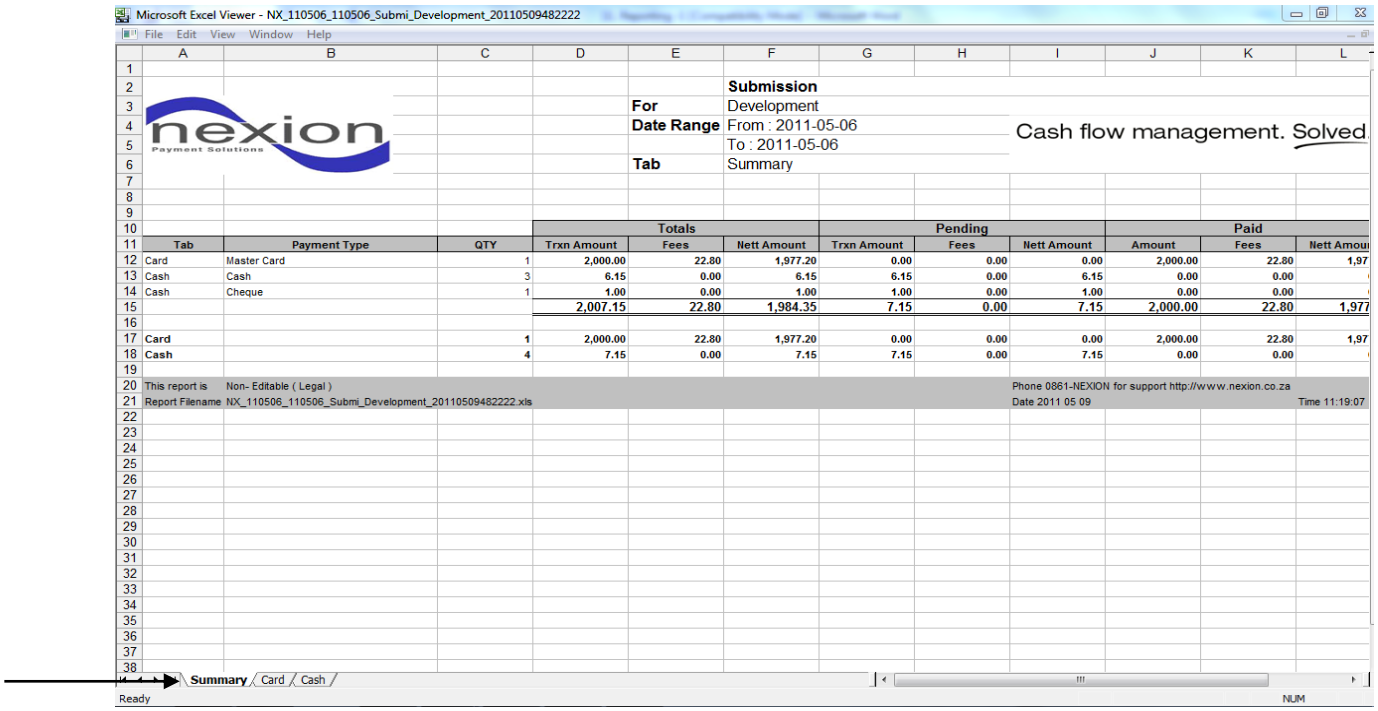
Data

3. **Footer –** The footer describes the report type, the filename, date, time, Nexion Helpdesk number as well as Nexion webpage address.

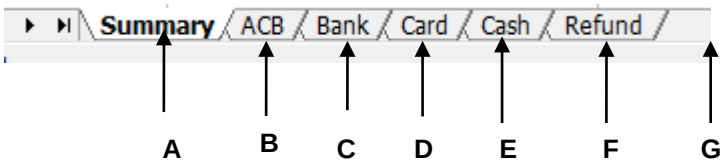
This report is	Non- Editable (Legal)	Phone 0861-NEXION for support http://www.nexion.co.za	
Report Filename	SummaryOfSummeries_1_20110509072128.xls	Date 2011 05 09	Time 10:25:10

Footer

Transaction types and summary are displayed in separate Tabs at the bottom of the screen



Each type of payment received will reflect on its very own type of tab



A. **Summary** – The report automatically opens on the summary tab giving you an overview of all transactions processed during the selected date range.

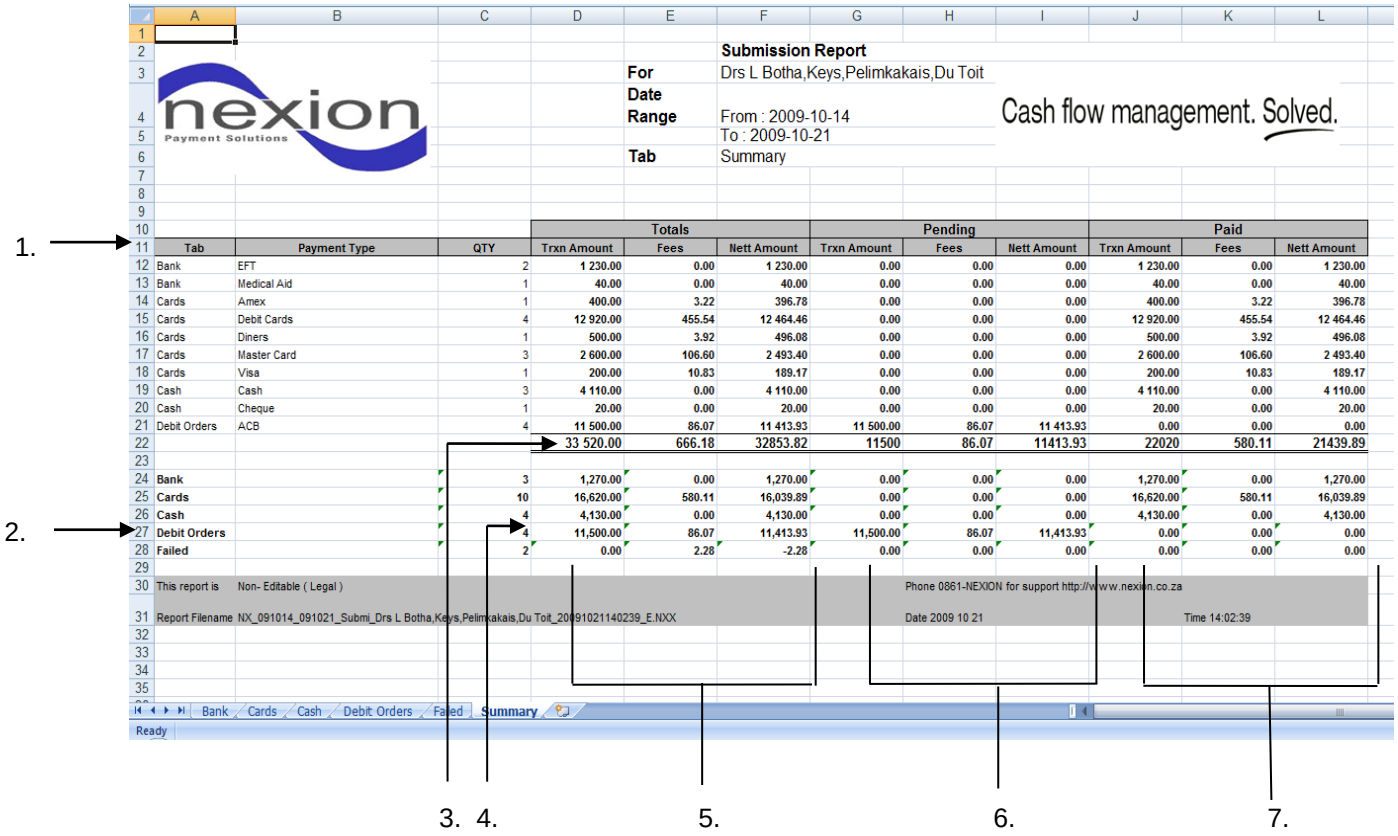
B. **Debit Orders** – This tab allows you to view all debit/stop orders processed during the selected date range.

C. **Bank** – This tab allows you to view all EFT and Medical Aid transactions processed during the selected date range.
D. **Card** – This tab allows you to view all card transactions processed during the selected date range.
E. **Cash** – This tab allows you to view all cash and cheque payments processed during the selected date range.
F. **Refund** – This tab allows you to view all refunded transactions during the selected date range.
G. **Failed** – This tab allows you to view all failed transactions during the selected date range.

Individual Licensee Report

Summary Tab

The Summary Tab provides totals by Payment Type and Status



Submission Report

For	Drs L Botha,Keys,Pelimkakais,Du Toit
Date Range	From : 2009-10-14
	To : 2009-10-21
Tab	Summary

Cash flow management. Solved.

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount
Bank	EFT	2	1 230.00	0.00	1 230.00	0.00	0.00	0.00	1 230.00	0.00	1 230.00
Bank	Medical Aid	1	40.00	0.00	40.00	0.00	0.00	0.00	40.00	0.00	40.00
Cards	Amex	1	400.00	3.22	396.78	0.00	0.00	0.00	400.00	3.22	396.78
Cards	Debit Cards	4	12 920.00	455.54	12 464.46	0.00	0.00	0.00	12 920.00	455.54	12 464.46
Cards	Diners	1	500.00	3.92	496.08	0.00	0.00	0.00	500.00	3.92	496.08
Cards	Master Card	3	2 600.00	106.60	2 493.40	0.00	0.00	0.00	2 600.00	106.60	2 493.40
Cards	Visa	1	200.00	10.83	189.17	0.00	0.00	0.00	200.00	10.83	189.17
Cash	Cash	3	4 110.00	0.00	4 110.00	0.00	0.00	0.00	4 110.00	0.00	4 110.00
Cash	Cheque	1	20.00	0.00	20.00	0.00	0.00	0.00	20.00	0.00	20.00
Debit Orders	ACB	4	11 500.00	86.07	11 413.93	11 500.00	86.07	11 413.93	0.00	0.00	0.00
			33 520.00	666.18	32853.82	11500	86.07	11413.93	22020	580.11	21439.89
Bank		3	1,270.00	0.00	1,270.00	0.00	0.00	0.00	1,270.00	0.00	1,270.00
Cards		10	16,620.00	580.11	16,039.89	0.00	0.00	0.00	16,620.00	580.11	16,039.89
Cash		4	4,130.00	0.00	4,130.00	0.00	0.00	0.00	4,130.00	0.00	4,130.00
Debit Orders		4	11,500.00	86.07	11,413.93	11,500.00	86.07	11,413.93	0.00	0.00	0.00
Failed		2	0.00	2.28	-2.28	0.00	0.00	0.00	0.00	0.00	0.00

This report is Non- Editable (Legal) Phone 0861-NEXION for support http://www.nexion.co.za

Report Filename NX_091014_091021_Submi_Drs L Botha,Keys,Pelimkakais,Du Toit_20091021140239_E.NXX Date 2009 10 21 Time 14:02:39

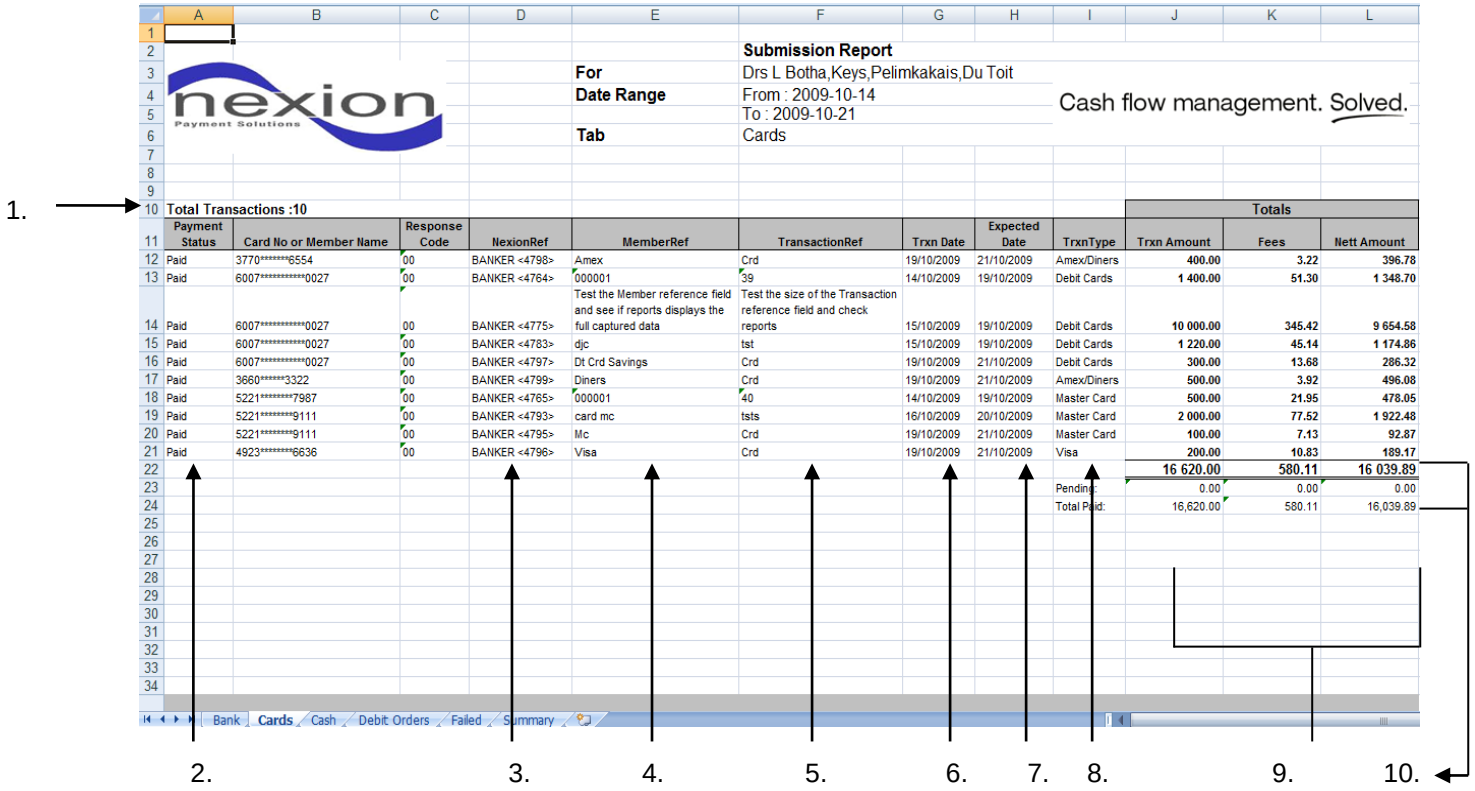
Bank | Cards | Cash | Debit Orders | Failed | Summary

Ready

1. Transaction Summary – Subtotals by transaction type and status
2. Tab Total Summary – Subtotals by tab and status
3. Totals – Totals
4. Qty – The number of transactions
5. Total Amount – Pending + Paid
6. Pending – Processed not paid
7. Paid – Transactions paid

Transaction Category Detail Tabs

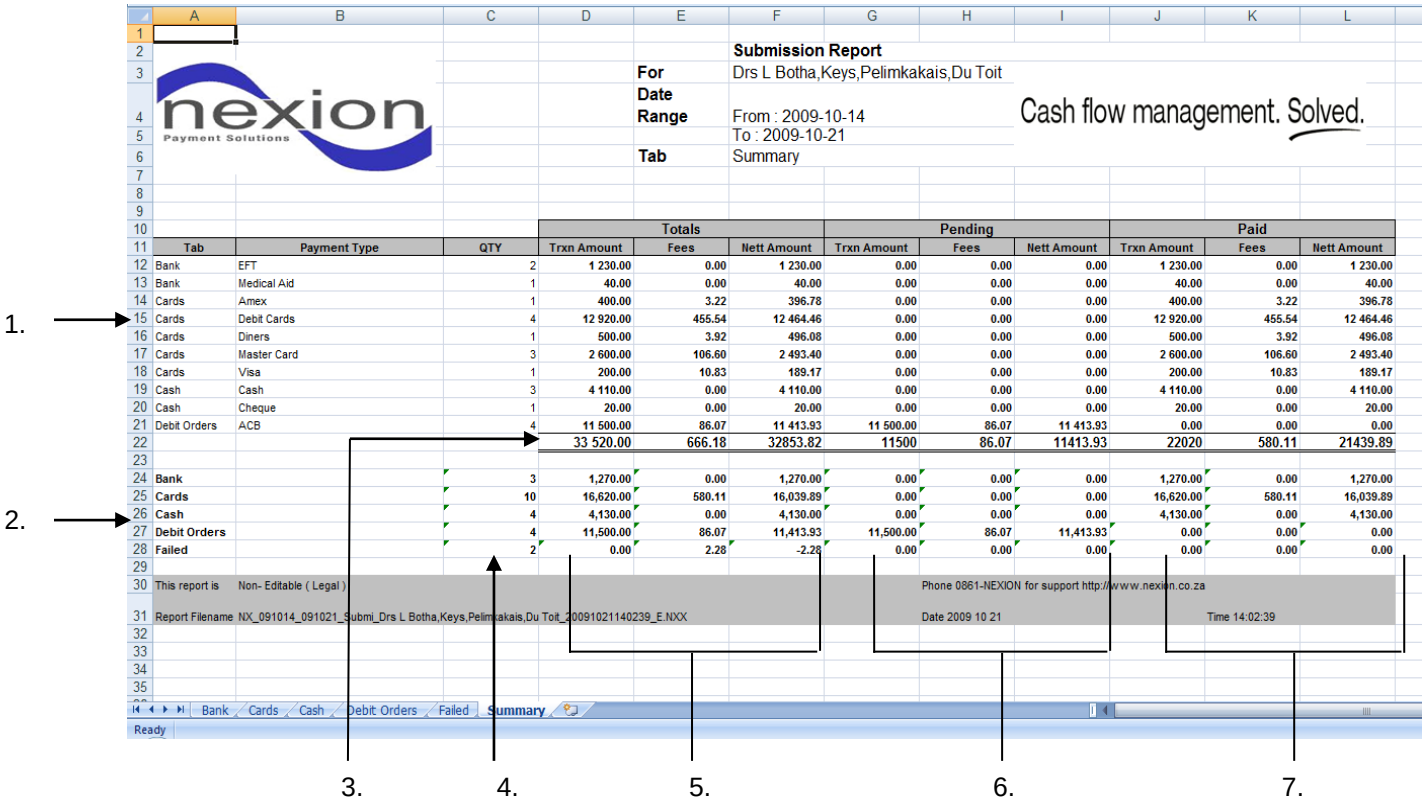
All Transaction Detail Tabs have a similar layout as demonstrated in the “Card Tab” example below.


Submission Report
For Drs L Botha,Keys,Pelimkakais,Du Toit
Date Range From : 2009-10-14 To : 2009-10-21
Tab Cards
Cash flow management. Solved.
Total Transactions :10
Totals
Payment Status | Card No or Member Name | Response Code | NexionRef | MemberRef | TransactionRef | Trxn Date | Expected Date | TrxnType | Trxn Amount | Fees | Nett Amount
Paid | 3770*******6554 | 00 | BANKER <4798> | Amex | Crd | 19/10/2009 | 21/10/2009 | Amex/Diners | 400.00 | 3.22 | 396.78
Paid | 6007**********0027 | 00 | BANKER <4764> | 000001 | 39 | 14/10/2009 | 19/10/2009 | Debit Cards | 1 400.00 | 51.30 | 1 348.70
Paid | 6007**********0027 | 00 | BANKER <4775> | Test the Member reference field and see if reports displays the full captured data | Test the size of the Transaction reference field and check reports | 15/10/2009 | 19/10/2009 | Debit Cards | 10 000.00 | 345.42 | 9 654.58
Paid | 6007**********0027 | 00 | BANKER <4783> | djc | tst | 15/10/2009 | 19/10/2009 | Debit Cards | 1 220.00 | 45.14 | 1 174.86
Paid | 6007**********0027 | 00 | BANKER <4797> | Dt Crd Savings | Crd | 19/10/2009 | 21/10/2009 | Debit Cards | 300.00 | 13.68 | 286.32
Paid | 3660******3322 | 00 | BANKER <4799> | Diners | Crd | 19/10/2009 | 21/10/2009 | Amex/Diners | 500.00 | 3.92 | 496.08
Paid | 5221********7987 | 00 | BANKER <4765> | 000001 | 40 | 14/10/2009 | 19/10/2009 | Master Card | 500.00 | 21.95 | 478.05
Paid | 5221********9111 | 00 | BANKER <4793> | card mc | tsts | 16/10/2009 | 20/10/2009 | Master Card | 2 000.00 | 77.52 | 1 922.48
Paid | 5221********9111 | 00 | BANKER <4795> | Mc | Crd | 19/10/2009 | 21/10/2009 | Master Card | 100.00 | 7.13 | 92.87
Paid | 4923********8636 | 00 | BANKER <4796> | Visa | Crd | 19/10/2009 | 21/10/2009 | Visa | 200.00 | 10.83 | 189.17
16 620.00 580.11 16 039.89
Pending: 0.00 0.00 0.00
Total Paid: 16,620.00 580.11 16,039.89
Bank Cards Cash Debit Orders Failed Summary
1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

1. Total transactions – Number of transactions
2. Payment status – The status of the payment type
3. Nexion Ref – The receipt number
4. Member Ref – The file number of the patient/client
5. Transaction Ref – The patient/clients name – integrated users will see numbers
6. Trxn Date – The date transaction was processed
7. Expected Date – The date on which the funds will be paid in to your nominated bank account
8. Trxn Type – The type of payment made e.g... debit, master, visa, diners.....etc
9. Totals Amount – Transaction amount and fee
10. Tab summary by status – Gives the totals of the specific tab you are viewing

Summary Reports

When “All” is selected, in addition to an individual report you will also get a summary report.
The summary report will display the summary tabs for the individual report



Submission Report

For: Drs L Botha,Keys,Pelimkakais,Du Toit

Date Range: From : 2009-10-14 To : 2009-10-21

Tab: Summary

Cash flow management. Solved.

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount
Bank	EFT	2	1 230.00	0.00	1 230.00	0.00	0.00	0.00	1 230.00	0.00	1 230.00
Bank	Medical Aid	1	40.00	0.00	40.00	0.00	0.00	0.00	40.00	0.00	40.00
Cards	Amex	1	400.00	3.22	396.78	0.00	0.00	0.00	400.00	3.22	396.78
Cards	Debit Cards	4	12 920.00	455.54	12 464.46	0.00	0.00	0.00	12 920.00	455.54	12 464.46
Cards	Diners	1	500.00	3.92	496.08	0.00	0.00	0.00	500.00	3.92	496.08
Cards	Master Card	3	2 600.00	106.60	2 493.40	0.00	0.00	0.00	2 600.00	106.60	2 493.40
Cards	Visa	1	200.00	10.83	189.17	0.00	0.00	0.00	200.00	10.83	189.17
Cash	Cash	3	4 110.00	0.00	4 110.00	0.00	0.00	0.00	4 110.00	0.00	4 110.00
Cash	Cheque	1	20.00	0.00	20.00	0.00	0.00	0.00	20.00	0.00	20.00
Debit Orders	ACB	4	11 500.00	86.07	11 413.93	11 500.00	86.07	11 413.93	0.00	0.00	0.00
			33 520.00	666.18	32853.82	11500	86.07	11413.93	22020	580.11	21439.89
Bank		3	1,270.00	0.00	1,270.00	0.00	0.00	0.00	1,270.00	0.00	1,270.00
Cards		10	16,620.00	580.11	16,039.89	0.00	0.00	0.00	16,620.00	580.11	16,039.89
Cash		4	4,130.00	0.00	4,130.00	0.00	0.00	0.00	4,130.00	0.00	4,130.00
Debit Orders		4	11,500.00	86.07	11,413.93	11,500.00	86.07	11,413.93	0.00	0.00	0.00
Failed		2	0.00	2.28	-2.28	0.00	0.00	0.00	0.00	0.00	0.00
This report is	Non- Editable (Legal)						Phone 0861-NEXION for support http://www.nexion.co.za				
Report Filename	NX_091014_091021_Submi_Drs L Botha,Keys,Pelimkakais,Du Toit_20091021140239_E.NXX						Date 2009 10 21			Time 14:02:39	

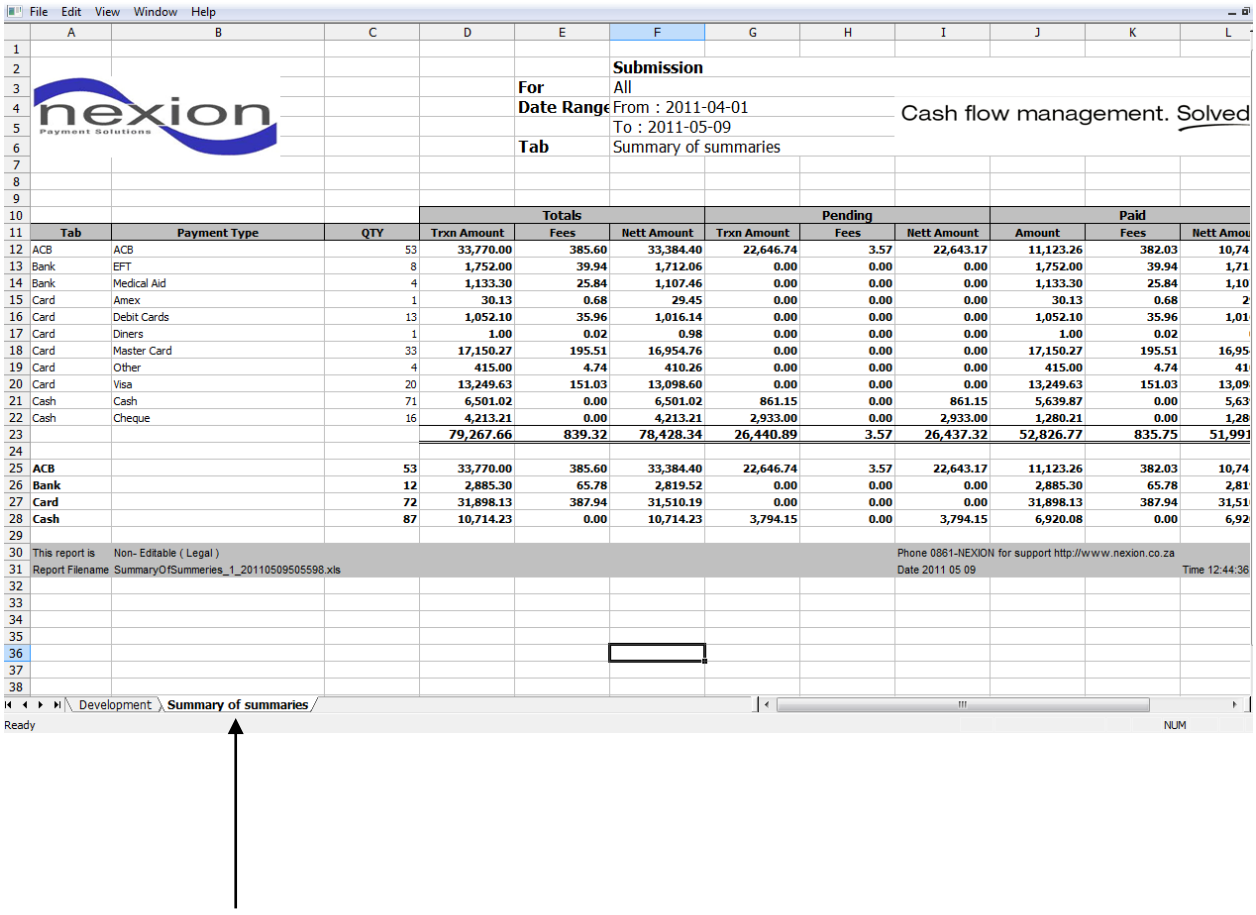
Bank | Cards | Cash | Debit Orders | Failed | Summary

Ready

1. Transaction Summary – Subtotals by transaction type and status
2. Tab Total Summary – Subtotals by tab and status
3. Totals – Totals
4. Qty Totals – The number of transactions
5. Total Amount – Pending + Paid
6. Pending – Processed not Paid
7. Paid – Transactions Paid

Summary of Summaries Tab

The summary of summaries tab will display all transactions for all Licensees.



File Edit View Window Help

						Submission						
					For	All						
					Date Range	From : 2011-04-01						
						To : 2011-05-09						
					Tab	Summary of summaries						
			Totals			Pending			Paid			
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Amount	Fees	Nett Amou	
ACB	ACB	53	33,770.00	385.60	33,384.40	22,646.74	3.57	22,643.17	11,123.26	382.03	10,74	
Bank	EFT	8	1,752.00	39.94	1,712.06	0.00	0.00	0.00	1,752.00	39.94	1,71	
Bank	Medical Aid	4	1,133.30	25.84	1,107.46	0.00	0.00	0.00	1,133.30	25.84	1,10	
Card	Amex	1	30.13	0.68	29.45	0.00	0.00	0.00	30.13	0.68	2	
Card	Debit Cards	13	1,052.10	35.96	1,016.14	0.00	0.00	0.00	1,052.10	35.96	1,01	
Card	Diners	1	1.00	0.02	0.98	0.00	0.00	0.00	1.00	0.02		
Card	Master Card	33	17,150.27	195.51	16,954.76	0.00	0.00	0.00	17,150.27	195.51	16,95	
Card	Other	4	415.00	4.74	410.26	0.00	0.00	0.00	415.00	4.74	41	
Card	Visa	20	13,249.63	151.03	13,098.60	0.00	0.00	0.00	13,249.63	151.03	13,09	
Cash	Cash	71	6,501.02	0.00	6,501.02	861.15	0.00	861.15	5,639.87	0.00	5,63	
Cash	Cheque	16	4,213.21	0.00	4,213.21	2,933.00	0.00	2,933.00	1,280.21	0.00	1,28	
			79,267.66	839.32	78,428.34	26,440.89	3.57	26,437.32	52,826.77	835.75	51,991	
ACB		**53**	**33,770.00**	**385.60**	**33,384.40**	**22,646.74**	**3.57**	**22,643.17**	**11,123.26**	**382.03**	**10,74**	
Bank		**12**	**2,885.30**	**65.78**	**2,819.52**	**0.00**	**0.00**	**0.00**	**2,885.30**	**65.78**	**2,81**	
Card		**72**	**31,898.13**	**387.94**	**31,510.19**	**0.00**	**0.00**	**0.00**	**31,898.13**	**387.94**	**31,51**	
Cash		**87**	**10,714.23**	**0.00**	**10,714.23**	**3,794.15**	**0.00**	**3,794.15**	**6,920.08**	**0.00**	**6,92**	

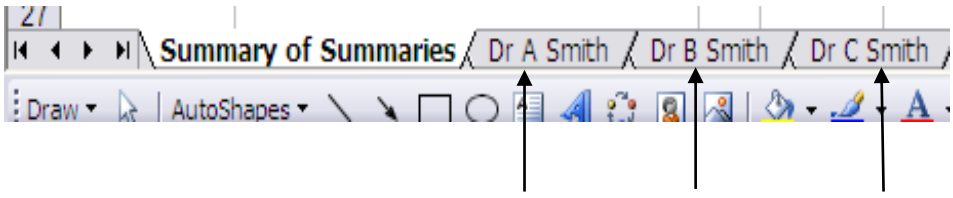
This report is Non- Editable (Legal) Phone 0861-NEXION for support http://www.nexion.co.za

Report Filename SummaryOfSummeries_1_20110509505598.xls Date 2011 05 09 Time 12:44:36

Development | Summary of summaries

Ready NUM

Selecting any other tab will display the transactions for a specific licensee registered at that site.

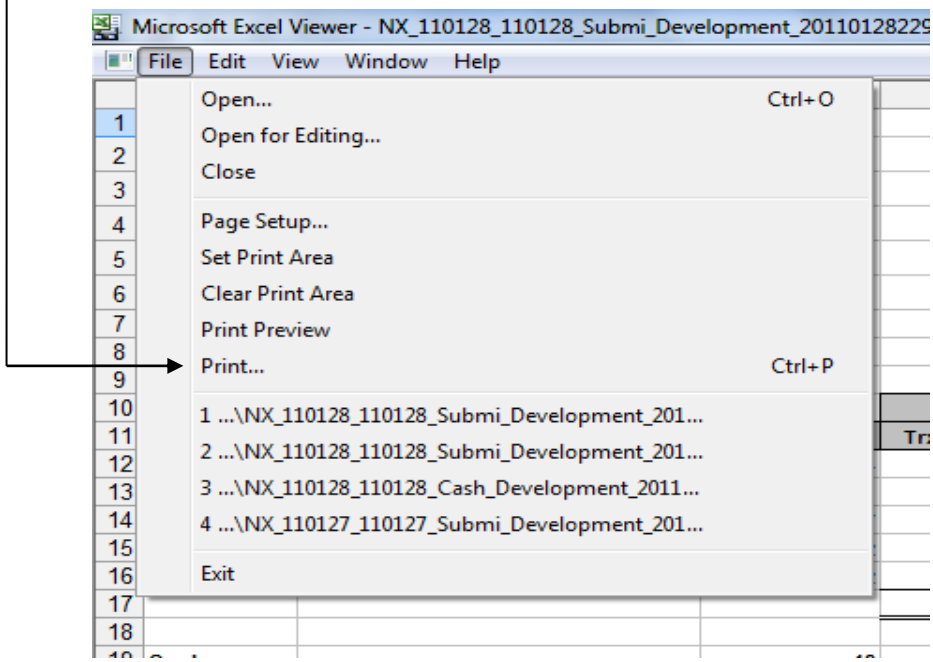


Printing Reports

Print Current Tab

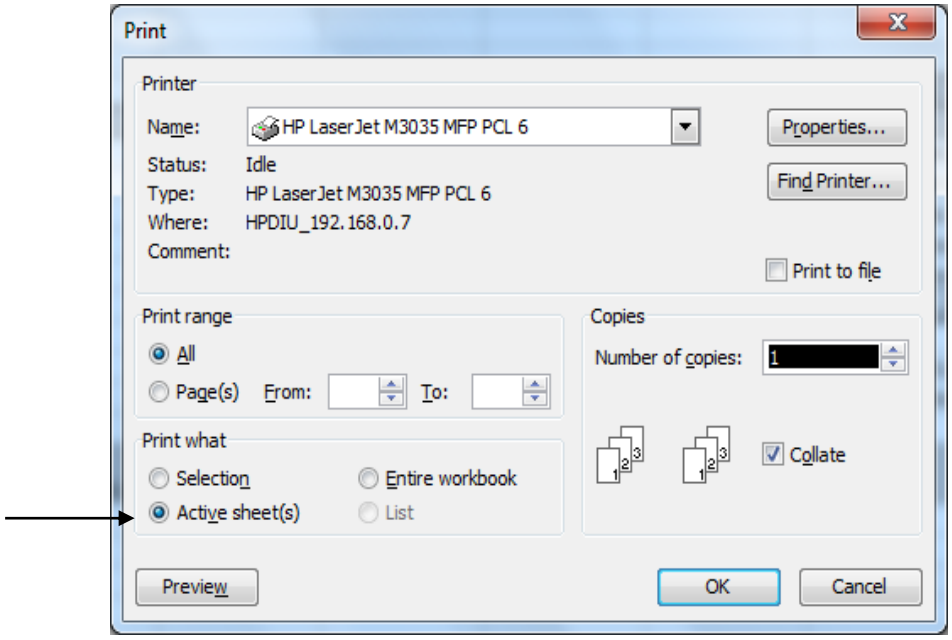
To print a specific Tab, do the following:

1. Click on File and scroll down until you reach the “Print.... Ctrl +P” option



Please Note:
Always ensure that your printer is switched on, and has enough paper.

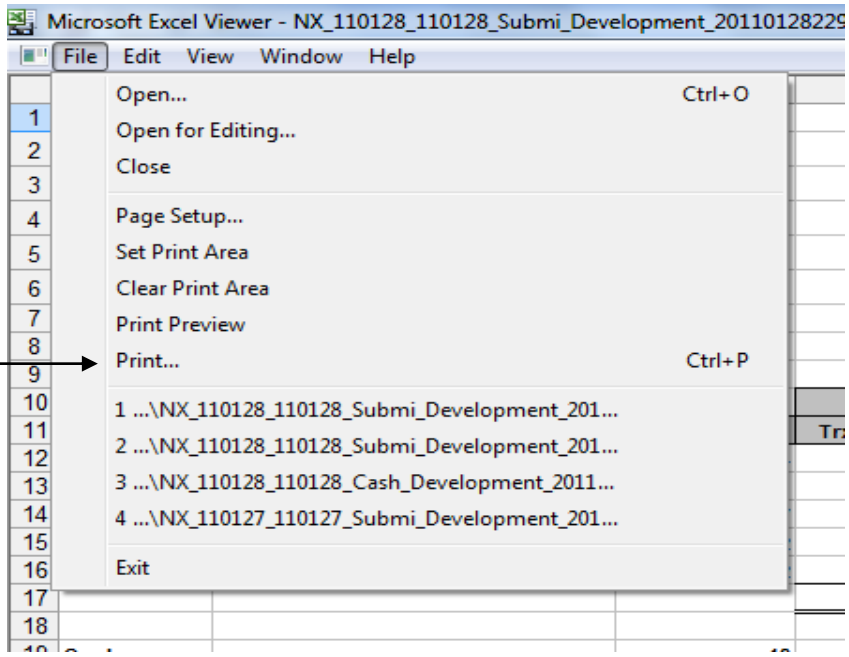
2. In the “Print what” section select the “Active Sheets” option to print the current tab



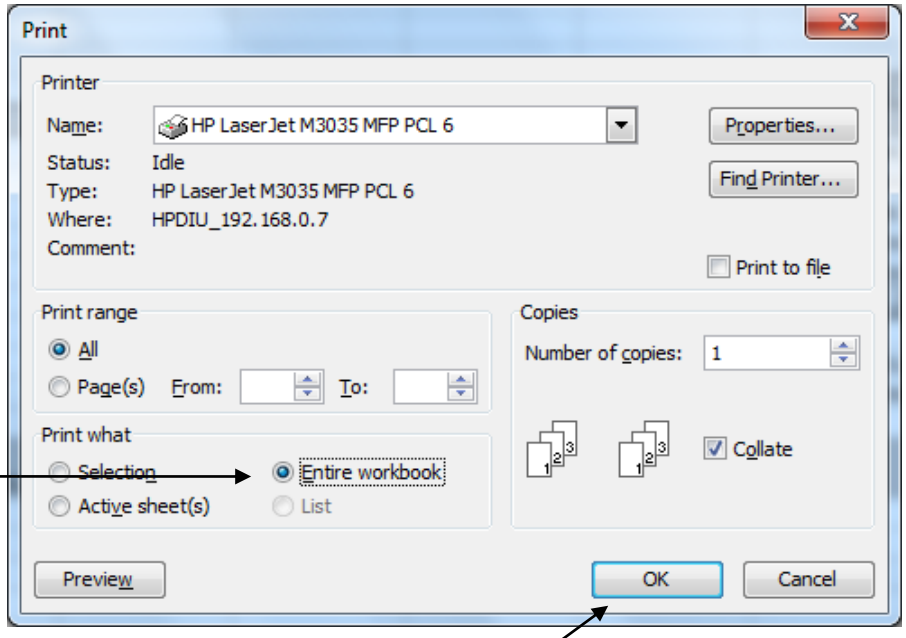
Print Entire Workbook

To print all the Tabs as well as the Summary Tab do the following:

3. Click on File and scroll down until you reach the “Print.... Ctrl +P” option



4. In the “Print what” section select the “Entire Workbook” option to have all the tabs printed



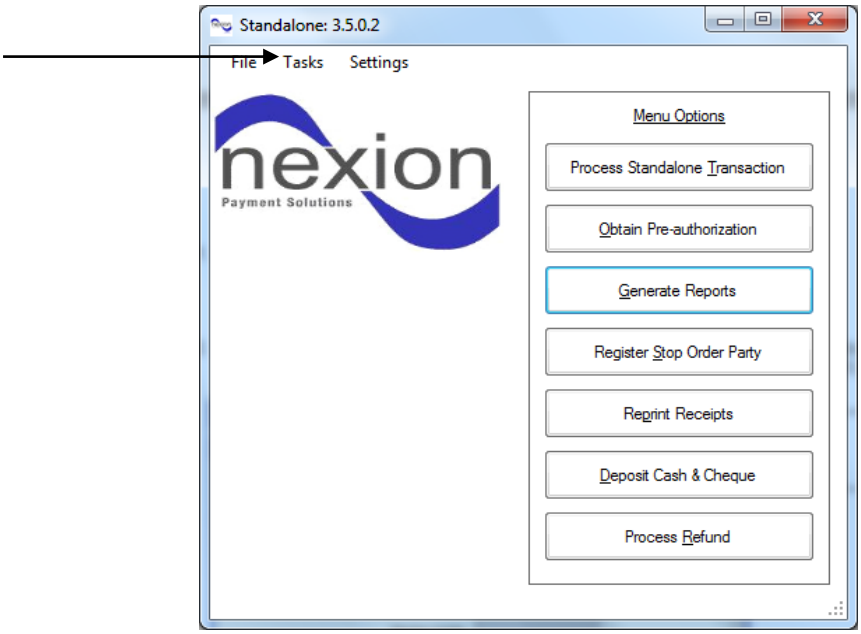
5. Once selected click “OK” to start printing.

Report Subscriptions

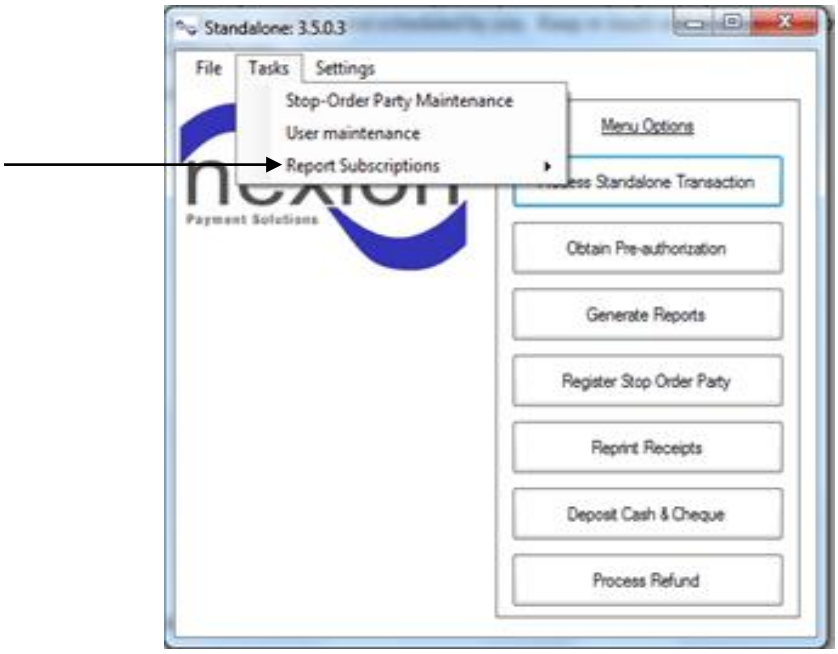
Nexion now allows you to subscribe to daily, weekly and monthly reports; reports will be delivered to any e-mail addresses specified and scheduled by you. Keep in touch with your cash flow by having reports delivered to you.

Adding a user for report subscriptions

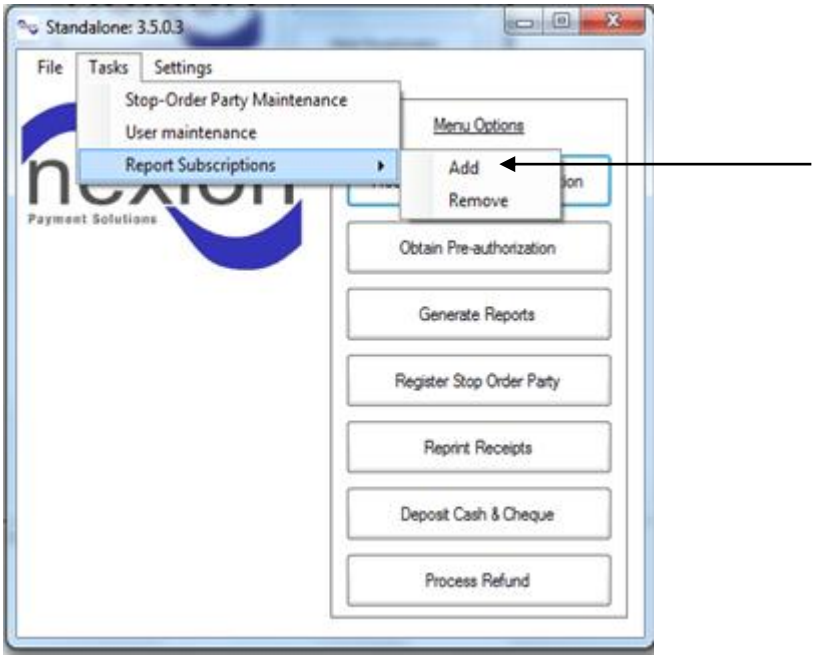
1. From the Nexion Main menu select the Task tab.



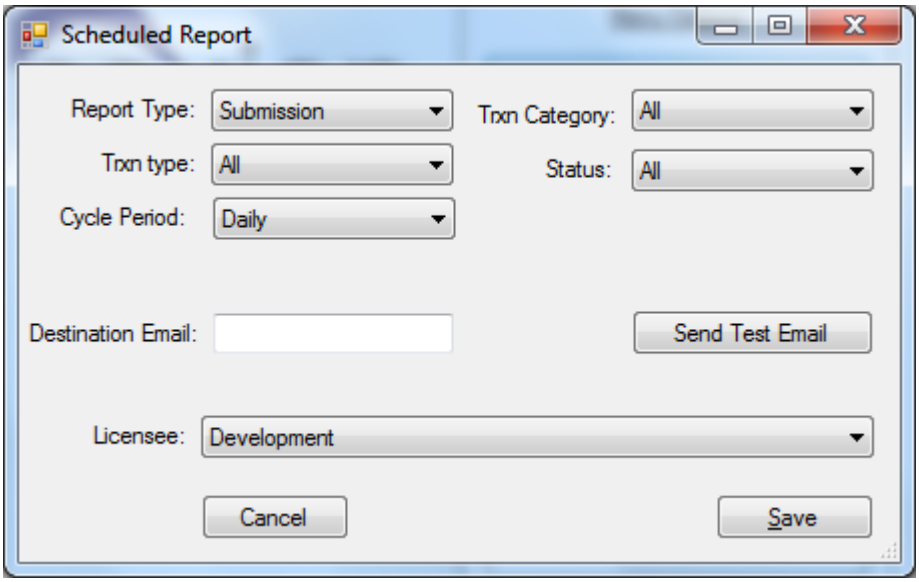
2. Select Report Subscriptions.



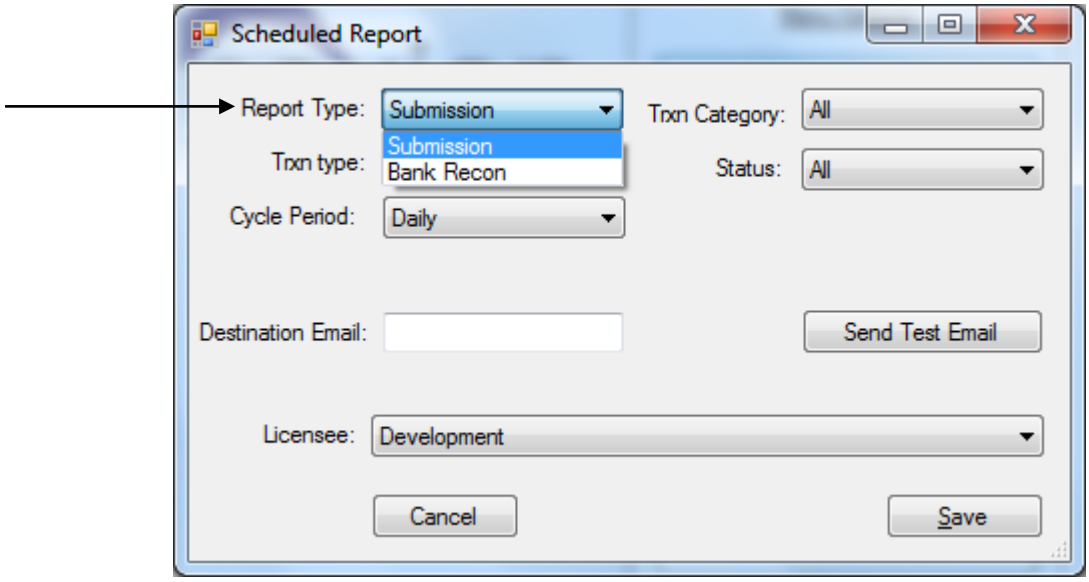
3. Select Add.



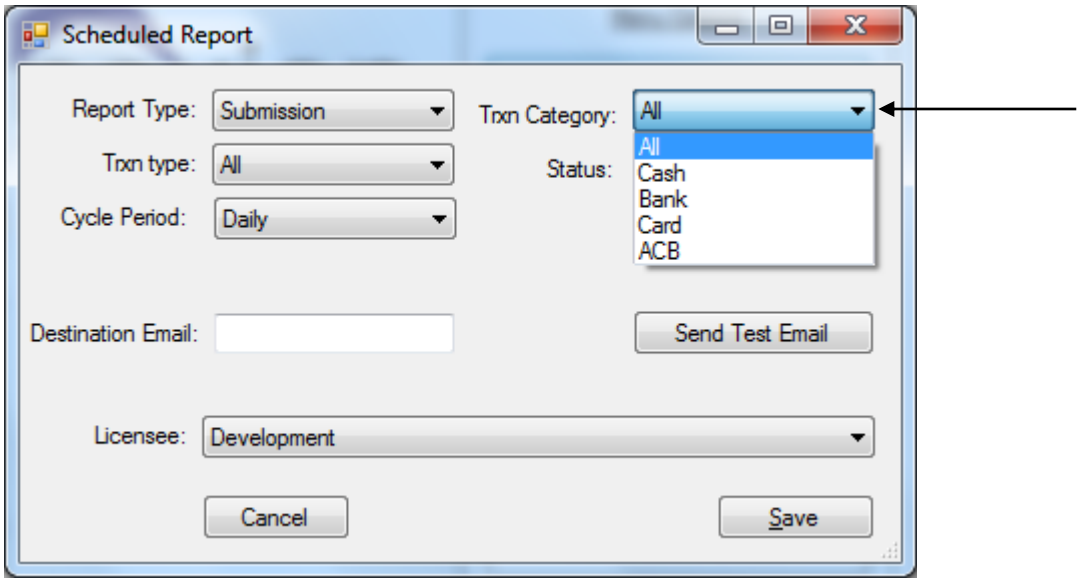
4. A Schedule Report screen will be displayed.



5. Select the report you wish to be subscribed to from the drop down.



6. Select the transaction category from the drop down.



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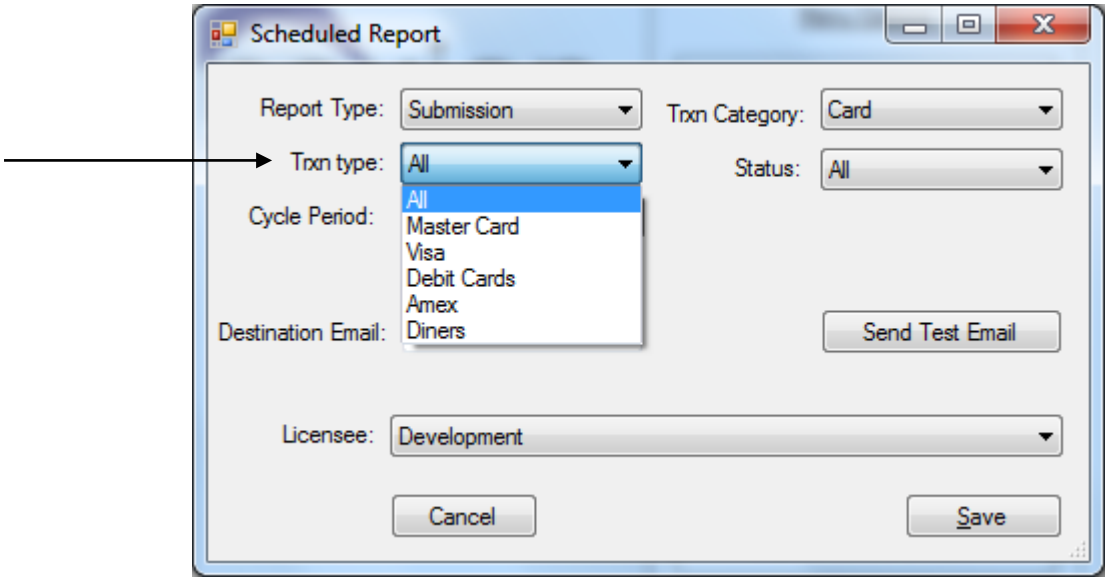
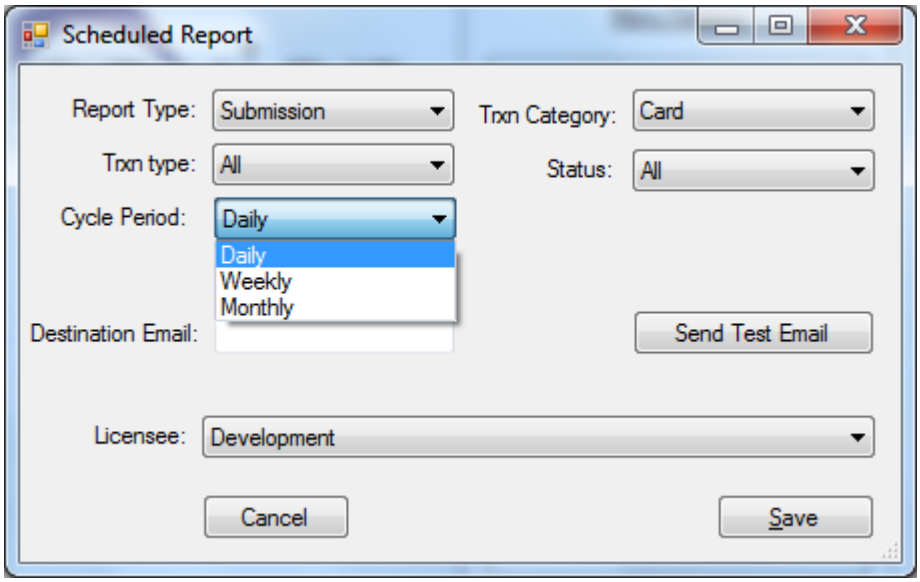
7. Select the transaction type from the drop down.



8. Select the Cycle Period from the drop down.



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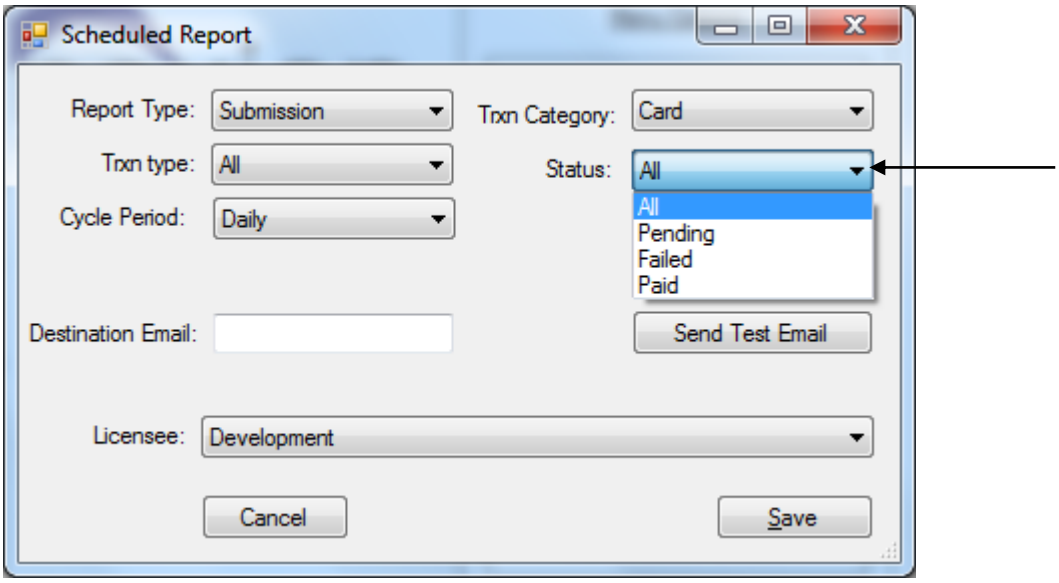
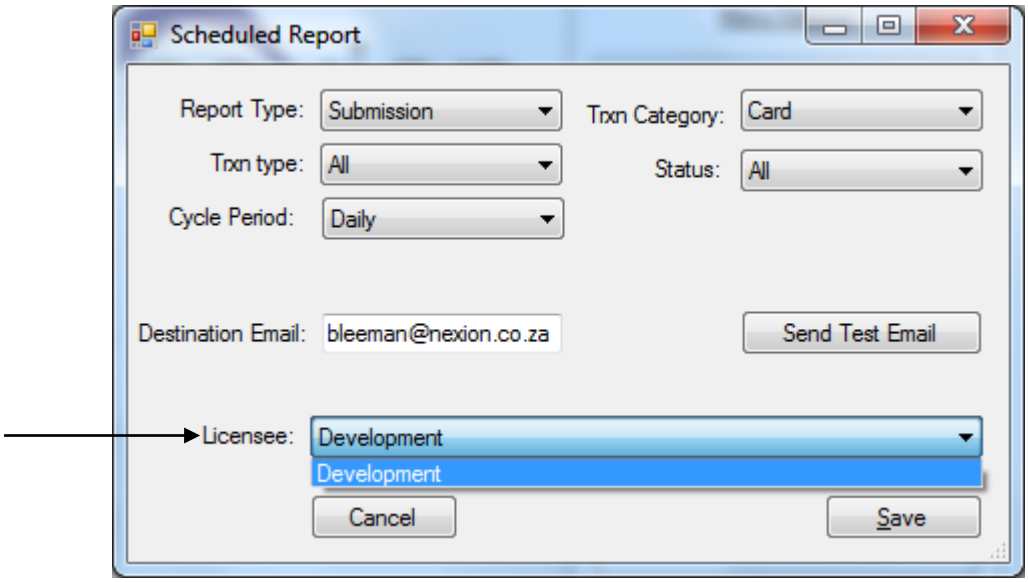
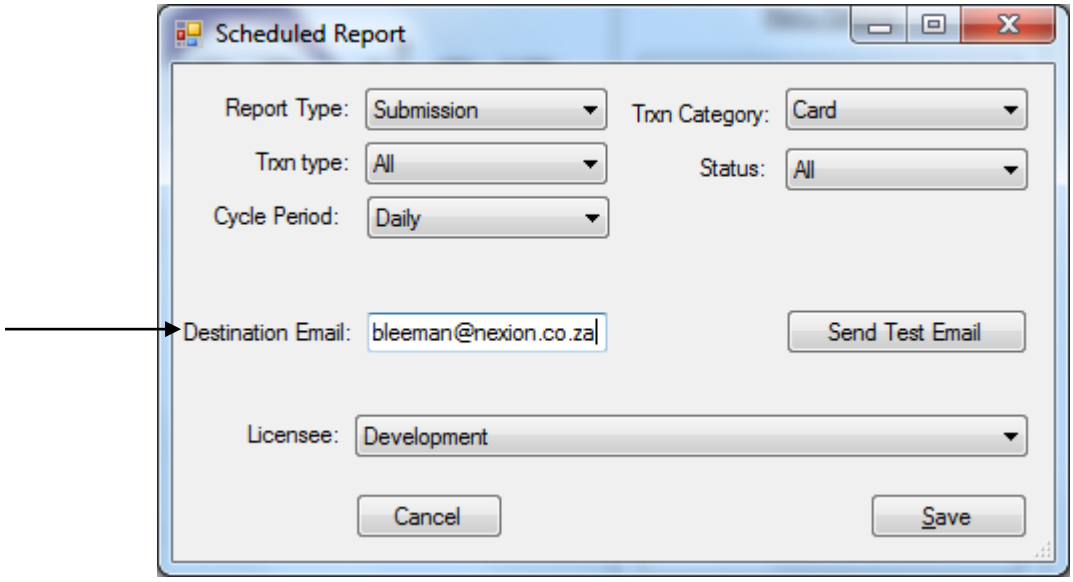
9. Select the status from the drop down



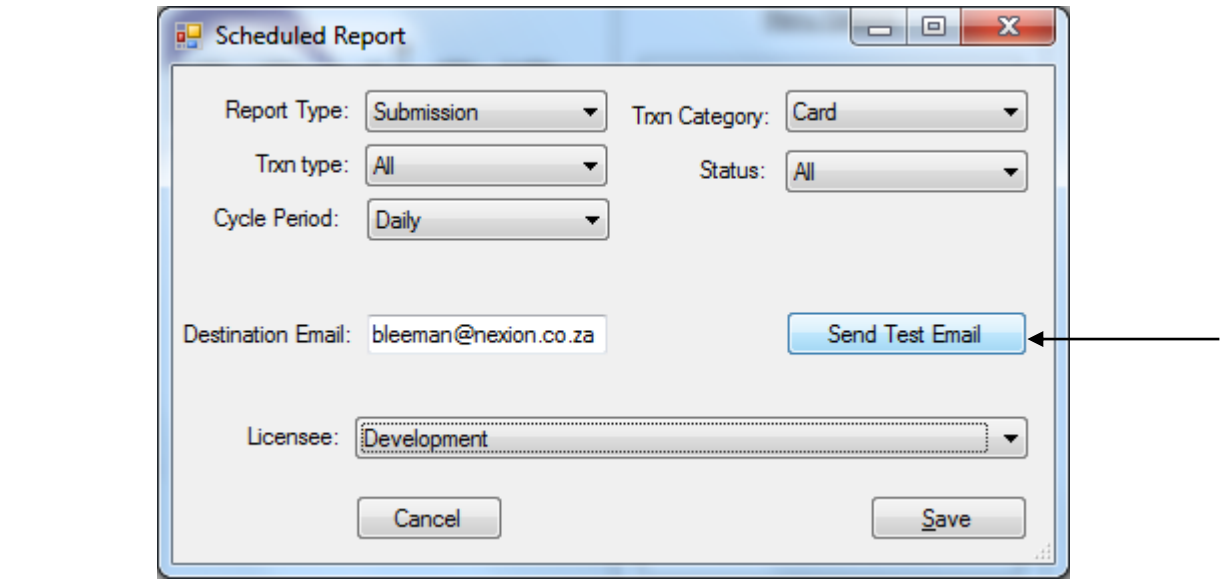
10. Select Licensee from the drop down.



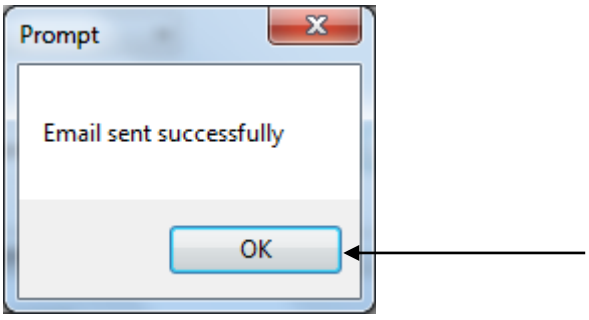
11. Type in the Destination Email address.



12. Select Send Test Email.



13. An Email Sent Successfully message will be displayed.



14. Select <OK> and the user is returned to the Schedule Report screen to subscribe to more reports. To return to the main menu select <Cancel>.

Chapter 16
Frequently asked questions
Top 10 Problem Calls

Q. *Credit card machine screen is Blank and only shows the lightning sign*
A. Make sure that all cables are securely plugged in.
If your Terminal is connected with a USB then please make sure the USB is connected to the back of of the PC or Laptop.
If your Terminal is connected directly (meaning serial) then please make sure that it has been screwed in properly.

Q. *Credit card machine screen displays "terminal ready waiting for network"*
A. Make sure that all cables are securely plugged in.
Make sure that the connection to the back of the PC or Laptop is plugged in.

Q. *Credit card machine displays "terminal ready waiting for network"*
A. Close the Nexion Program. Once Nexion is closed right-click on "My Computer" or "Computer" Select "Manage" and a new window will be displayed. On the left side of that window click on Services and Application and then click Services. A list will be populated on the right side of that window. Scroll down till Traderoot Merchant 4.5 and right-click on it. Click "Restart" and then look at the screen of the card machine. Once the screen goes black it should now read "Nexion Cash Flow Management Solved" After this you should be able to do payments again .
If the problem still persists please call the Help Desk on 0861 639 466.

Q. *Credit card machine declines my cards with an error code Z1*
A. Check that the Card is still valid for transactions meaning check the expiry date of the card.
Process the payment manually.
If the problem still persists please call the Help Desk on 0861 639 466.

Q. *Credit card machine declines before I swipe my card "General Failure 96"*
A. Check that the Card Machine /Terminal screen displays "Nexion Cash Flow Management Solved"
Make sure that your Internet Connection is up and running.

Q. *I can't process any cash, cheque, EFT or Medical Aid payments*
A. Close the Nexion Program. Once Nexion is closed right-click on "My Computer" or "Computer" Then click on "Manage" a new window will be displayed. On the left side of that window click on Services and Application and then click Services. A list will be populated on the right side of that window. Scroll down till Traderoot Merchant 4.5 and right-click on it. Click "Restart" and then look at the screen of the card machine. Once the screen goes black it should now read "Nexion Cash Flow Management Solved" After this you should be able to do payments again .
If the problem still persists please call the Help Desk on 0861 639 466.

Q. *I can't see my username in the drop down box*
A. Close Nexion down. Double click on the Nexion icon that brings up the logging screen.
Once you are at the logging screen of Nexion click "Get Settings" Once that's complete a message will display " Settings file successfully downloaded" Click ok and now select your name from the drop down list and log on. If the problem still persists please call the Help Desk on 0861 639 466.

Q. *I get "list index out of bounds" error*
A. Make sure that you are selecting the Licensee or Merchant when taking payments.
If you do not see the Merchant in the payments window please can the Help Desk on 0861 639 466.

Q. *I get "P005 could not sign on" error*
A. Please call the Help Desk on 0861 639 466.

Q. *I get "connection closed gracefully" error*
A. Try the Transaction again.
Make sure that your Internet is up and running

If the problem still persists please call the Help Desk on 0861 639 466.

Chapter 17
Standard ISO Response Codes

A list of all the standard Terminal transaction: Error Response Codes

NR	Response Code Description	Action
00	Approved or completed successfully	
01	Refer to card issuer	Call Nexion for auth number
02	Refer to card issuer, special condition	Client Contact Issuing Bank
03	Invalid merchant	See Page 18
04	Pick-up card	if not hostile keep the card
05	Do not honour	Client to contact Issuing bank
06	Error	See Page 12
07	Pick-up card, special condition	If not hostile keep the card
08	Honour with identification	Confirm clients ID
09	Request in progress	Wait for transaction completion
10	Approved, partial	
11	Approved, VIP	
12	Invalid transaction	incorrect information / Redo transaction
13	Invalid amount	incorrect amount / Redo transaction
14	Invalid card number	wrong pin / Re Insert Pin
15	No such issuer	
16	Approved, update track 3	bank is back online
17	Operator Cancelled	
18	Customer dispute	Client to contact Issuing bank
19	Re - enter transaction	Re enter Transaction
20	Invalid response	software issue/or restart machine/or swap / See page 12
21	No action taken	
22	Suspected malfunction	
23	Unacceptable transaction fee	
24	File update not supported	bank is offline
25	Unable to locate record	bank is offline
26	Duplicate record	
27	File update edit error	bank is offline
28	File update file locked	bank is offline
30	File update failed	bank is offline
31	Bank not supported	
32	Completed partially	reprint to verify
33	Expired card, pick-up	
34	Suspected fraud, pick-up	
35	Contact acquirer, pick-up	
36	Restricted card, pick-up	
37	Call acquirer security, pick-up	
38	PIN tries exceeded, pick-up	
39	No credit account	no money/or debit card
40	Function not supported	invalid entry
41	Lost card (Contact Bank)	
42	No universal account	small bank not international
43	Stolen card	
44	No investment account	
51	Not sufficient funds (Contact Bank)	
52	No check account	
53	No savings account	
54	Expired card (Contact Bank)	
55	Incorrect PIN	
56	No card record	bank is offline / Retry later
57	Transaction not permitted to cardholder	trying to access accounts that the person does not have
58	Transaction not permitted on terminal	terminal is not setup for the function
59	Suspected fraud	
60	Contact acquirer	contact bank
61	Exceeds withdrawal limit	contact bank
62	Restricted card	contact bank
63	Security violation	input error
64	Original amount incorrect	
65	Exceeds withdrawal frequency	
66	Call acquirer security	
67	Hard capture	
68	Response received too late	re do transaction

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75	PIN tries exceeded	
77	Intervene, bank approval required	contact bank
78	Intervene, bank approval required for partial amount	contact bank
90	Cut-off in progress	
91	Issuer or switch inoperative	check switch up and running call Craig / Chad
92	Routing error	restart
93	Violation of law	not legal
94	Duplicate transaction	reconcile
95	Reconcile error	
96	Communication System malfunction (Communication Error between Terminal & Radio pad or Modem) fast net/iwise/network-IT	
97	Communication Error – cannot connect to Internet	Check Internet connection
98	Exceeds cash limit	
76	Approved country club	
77	Approved pending identification	
78	Approved blind	
79	approved administrative transaction	
80	Approved national negative file hit OK	
81	Approved commercial	
82	No security module	
83	No accounts	
84	No PBF	
85	PBF update error	
86	Invalid authorisation type	redo transaction
87	Bad Track 2	bank offline
88	PTLF error	
89	Invalid route service	
N0	Unable to authorise	
N1	Invalid PAN length	
N2	Preauthorisation full	
N3	Maximum online refund reached	limit exceeded
N4	Maximum off-line refund reached	limit exceeded
N5	Maximum credit per refund	limit exceeded
N6	Maximum refund credit reached	limit for refund
N7	Customer selected negative file reason	possible bank issue
N8	Over floor limit	
N9	Maximum number refund credits	
O0	Referral file full	
O1	NEG file problem	
O2	Advance less than minimum	
O3	Delinquent	
O4	Over limit table	
O5	PIN required	debit card holder needs to enter PIN
O6	Mod 10 check	
O7	Force post	
O8	Bad PBF	
O9	NEG file problem	Card holder to contact bank
P0	CAF problem	Card holder to contact bank
P1	Over daily limit	
P2	CAPF not found	
P3	Advance less than minimum	
P4	Number of times used	
P5	Delinquent	
P6	Over limit table	
P7	Advance less than minimum	
P8	Administrative card needed	
P9	Enter lesser amount	
Q0	Invalid transaction date	wrong date/check machine
Q1	Invalid expiration date	
Q2	Invalid transaction code	
Q3	Advance less than minimum	
Q4	Number of times used	
Q5	Delinquent	
Q6	Over limit table	
Q7	Amount over maximum	
Q8	Administrative card not found	
Q9	Administrative card not allowed	
R0	Approved administrative request -in window	
R1	Approved administrative request -out of window	
R2	Approved administrative request -anytime	
R3	Chargeback-customer file updated	

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R4	Chargeback-customer file updated -acquirer not found	
R5	Chargeback-incorrect prefix number	
R6	Chargeback-incorrect response code or CPF configuration	
R7	Administrative transactions not supported	
R8	Card on national negative file	
S4	PTLF full	
S5	Chargeback-approved, customer file not updated	
S6	Chargeback-approved, customer file not updated, acquirer not found	
S7	Chargeback-accepted, incorrect destination	
S8	ADMN file problem	
S9	Unable to validate PIN; security module is down	encrypter down/office or Craig / Chad
T1	Invalid credit card advance amount	
T2	Invalid transaction date	input error
T3	Card not supported	
T4	Amount over maximum	
T5	CAF status = 0 or 9	
T6	Bad UAF	
T7	Cash back exceeds daily limit	

00	Successful	
A0	Invalid Terminal / Merchant	Machine needs to be programmed
A1	No Events available	
A2	No Breakdown Levels available	
A3	Authorization Unsuccessful - Insufficient Inventory	stock shortage – contact office
A4	Authorization Unsuccessful - Could not locate inventory	stock shortage – contact office
A5	Advice Unsuccessful - Invalid Transaction ID	
A6	Advice Unsuccessful - Velocity Amount Exceeded	
A7	Advice Unsuccessful - Velocity Lines Exceeded	
A8	Issuer or Switch Inoperative	check switch is up and running/ Craig / Chad
A9	Routing Error	redo transaction
AA	Message Decode Error	
AB	System Malfunction	check switch is up and running/ Craig / Chad
AC	Response Received Too Late	redo transaction
AD	Refer to extended response code in message (This is used when a gateway returns response codes that are required to be displayed to the user)	
AE	Message Sequence Error.	
AF	Gateway Authorization Failure	
B0	Functionality Not Supported	
B1	Invalid Issue Confirmation Reference	
B2	No Reconciliation Entries Found	

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Chapter 18

Training Tools – Getting the most out of Nexion

Nexion training philosophy is to make training available to all users on–demand and at no additional cost. In order to optimize retention Nexion has reduced training to small 20-30 minute telephonic sessions that can be scheduled at your convenience. We recommend that trainees have a computer with an internet connection and a phone line available for each training session.

Once Nexion is installed, the next stage is for you to get Nexion training; a training consultant will be contacting you to schedule an appointment. Nexion provides three training modules, each dedicated to specific user profiles:

Cashier training – For users that will be processing transactions on Nexion.
Practice Manager Training – For users that will use Nexion to manage your cash flow.
Ongoing Training - For refresher training on above modules or for new users

We have broken down each module into smaller training sessions, please find below a detailed training "menu", we encourage you to schedule additional sessions when you need a refresher or when you are ready to proceed to the next level.

Module 1: **Cashier Training** For all users who process transactions.

Session a	Nexion orientation and basic transaction training Which features are available in Nexion and how does it affect my work Review of Nexion user materials Review of Nexion screens Getting Manual Authorizations why, when and how Resetting your Password and Setting up receipt options Processing a Credit Card on Standalone Processing a Cash transaction on Standalone Basic reporting Recommended Daily Tasks PCI (Card Data Security)
Session b	Integrated vs Standalone transactions (for integrated users only) Refunds and Manual transactions Collecting debt using Nexion.

Module 2: **Practice Manager Training** For users that will use Nexion to manage your cash flow.

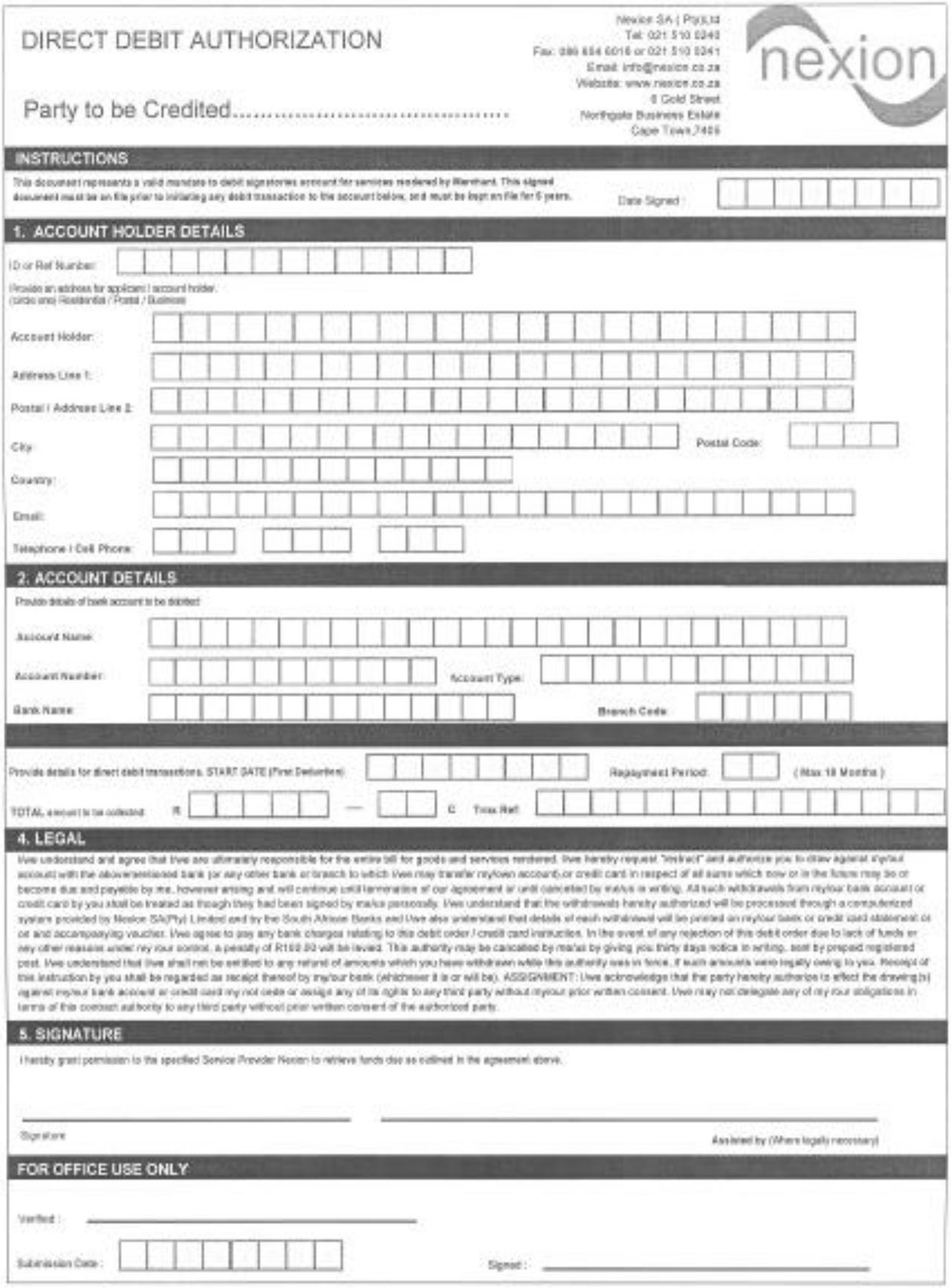
Session a	Reconciling Nexion submission report to your Practice Management system or Debtors system. Reconciling Nexion cash report to your Bank accounts. Unallocated payments and pending payments Editable vs un-editable reports Balancing your till Checking Journal credits Daily processes and month end PCI (Card Data Security)
Session b	Integrated vs Standalone (for integrated users only) Collecting my debt using Nexion

Module 3: **Ongoing training** -- For all Nexion users

a. Call centre assistance
b. Repeat of above modules on request at no additional charge telephonically.

To schedule training or for support call 0861-NEXION (639466)

APPENDIX 1 – SAMPLE DIRECT DEBIT AUTHORIZATION FORM



DIRECT DEBIT AUTHORIZATION

Party to be Credited.....

Nexion SA (Pty)Ltd
Tel: 021 510 0340
Fax: 086 654 6016 or 021 510 0341
Email: info@nexion.co.za
Website: www.nexion.co.za
8 Gold Street
Northgate Business Estate
Cape Town,7405

nexion

INSTRUCTIONS

This document represents a valid mandate to debit signatories account for services rendered by Merchant. This signed document must be on file prior to initiating any debit transaction to the account below, and must be kept on file for 5 years.

Date Signed :

1. ACCOUNT HOLDER DETAILS

ID or Ref Number:

Provide an address for applicant / account holder.
(circle one) Residential / Postal / Business

Account Holder:

Address Line 1:

Postal / Address Line 2:

City:

Postal Code:

Country:

Email:

Telephone / Cell Phone:

2. ACCOUNT DETAILS

Provide details of bank account to be debited

Account Name:

Account Number:

Account Type:

Bank Name:

Branch Code:

Provide details for direct debit transactions. START DATE (First Debit/Mth):

Repayment Period:

(Max 18 Months)

TOTAL amount to be collected: R — C

Trans Ref:

4. LEGAL

I/we understand and agree that I/we are ultimately responsible for the entire bill for goods and services rendered. I/we hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account) or credit card in respect of all sums which now or in the future may be or become due and payable by me, however arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I/we understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA(Pty) Limited and by the South African Banks and I/we also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on and accompanying voucher. I/we agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reasons under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days notice in writing, sent by prepaid registered post. I/we understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/we acknowledge that the party hereby authorize to effect the drawing(s) against my/our bank account or credit card my not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.

5. SIGNATURE

I hereby grant permission to the specified Service Provider Nexion to retrieve funds due as outlined in the agreement above.

Signature

Assisted by (Where legally necessary)

FOR OFFICE USE ONLY

Verified :

Submission Date :

Signed :

APPENDIX 2 – SAMPLE MANUAL TRANSACTION FORM

MANUAL TRANSACTION FORM

Nexion Licensee.....

Sent by.....

Nexion SA (Pty) Ltd
Tel: 0861 639 466
Fax: 086 632 4835
Email: member@nexion.co.za
M06 Christiaan Barnard Memorial Hospital
181 Longmarket Street, Cape Town
8001, South Africa

1. INSTRUCTIONS

Please complete in BLOCK LETTERS and fax signed form to **Nexion Fax: 086 632 4835** or call 0861 639 466 for assistance. Original must be kept on file. This transaction will be confirmed by receipt within one working day. Please contact us on 0861 639 466 if you do not receive a receipt.

Date D D M M Y Y Y Y

2. CARDHOLDER DETAILS

ID Number : Title :

Name : Surname :

3. CARD DETAILS

For NEXION (Direct debit clients account)
Provide details for direct debt transactions

START DATE (First deduction) D D M M Y Y Y Y

OR

Number of months (number of deductions max 18) :

For Credit Cards
Provide details of card to debit.

CARD TYPE : VISA : MASTERCARD : DINERS : AMEX :

Name on card : Card Number :

EXPIRY DATE : M M Y Y CVV Number : Last 3 digits on back of card.

4. TRANSACTION DETAILS

TOTAL AMOUNT TO BE COLLECTED : R .

TRANSACTION REFERENCE : MEMBER REFERENCE :

5. LEGAL

I/we understand and agree that I/we are ultimately responsible for the entire bill for goods and services rendered. I/we hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account), or credit card in respect of all sums which now or in the future may be or become due and payable by me/us, howsoever arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I/we understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA (Pty) Limited and by the South African Banks and I/we also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on an accompanying voucher. I/we agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reason under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days notice in writing, sent by prepaid registered post. I/we understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/we acknowledge that the party hereby authorized to effect the drawing(s) against my/our bank account or credit card may not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.

6. SIGNATURE

I hereby grant permission to the specified Service Provider Nexion to retrieve funds due as outlined in the agreement above.

Signature Assisted By (where legally necessary)

CARD IMPRINT DETAILS

(USE PENCIL TO IMPRINT CARD)

0000 0000 0000 0000

MM/YY

A B SAMPLE

In order to process later charge back, Nexion needs you to provide an imprint of the card

FOR OFFICE USE ONLY

RECEIVED :

PROCESSED :

VERFIED :

APPENDIX 3 - MANUAL CREDIT OR REFUND APPLICATION FORM

MANUAL CREDIT OR
REFUND APPLICATION

Nexion SA (Pty) Ltd
Tel: 0861 639466
Fax: 086 6324835
Email: member@nexion.co.za
M06 Christiaan Barnard Memorial Hospital
181 Longmarket Street, Cape Town
8001, South Africa

1. INSTRUCTIONS

Please complete in BLOCK LETTERS and fax signed form to **Nexion Fax: 086 654 6236** or call 0861 639 466 for assistance. Original must be kept on file.

Date D D M M Y Y Y Y

2. PERSONAL DETAILS

Provide details of account holder

ID Number : Title:

Name : Surname :

Tel :(0) - Fax :(0) -

Mobile :(0) - Email :

3. ADDRESS DETAILS

Provide an address for account holder.

Address Type (circle one) : **Residential** / **Postal** / **Business** / **Other**

Address line 1 : Suburb :

Address line 2 : City :

Postal Code :

4. CARD DETAILS

Provide details of card to be credited / refunded .

CARD TYPE : **VISA** / **MASTERCARD / DINERS / AMEX** **Expiry Date ...../.....**

Bank Name : Card Holder :

Card Number : Last 3 digits on back of card:

5. DETAILS OF TRANSACTION BEING CREDITED OR REFUNDED

DATE OF TRANSACTION :

AMOUNT TO BE CREDITED

TRANSACTION REFERENCE

MEMBER REFERENCE

LICENCEE NAME :

CONTACT PERSON

6. LEGAL

I/we understand and agree that I/we are ultimately responsible for the entire bill for goods and services rendered. I/we hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account), or credit card in respect of all sums which now or in the future may be or become due and payable by me, howsoever arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I/we understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA (Pty) Limited and by the South African Banks and I /We also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on an accompanying voucher. I/we agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reason under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days' notice in writing, sent by prepaid registered post. I/we understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/we acknowledge that the party hereby authorized to effect the drawing(s) against my/our bank account or credit card may not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.

7. SIGNATURE

I hereby grant permission to the specified service provider and Nexion to refund funds due as outlined in the agreement above.

Signature Card Holder **Signature Practice**

FOR OFFICE USE ONLY

Date D D M M Y Y Y Y

APPENDIX 4 - DIFFERENTIATING BETWEEN CREDIT AND DEBIT CARDS

Nexion allows you to process **two** types of cards :-

1. Credit Cards – These are easily identified by having **raised letters** and have either a MasterCard, Visa, American Express or Diners logo on the bottom right hand corner of the card.

(Some banks have issued cheque cards that are linked to current accounts but as they have a MasterCard or Visa logo displayed, these cards **MUST** be processed as Credit Cards.)

Process by selecting the Credit option (number 3) on the terminal when prompted. (see page 16 of user manual).

Debit Cards – Do **not** have raised numbers or letters and have either a Maestro or Electron logo on the bottom right hand corner of the card.

Process by selecting either Current (number 2) or Savings (number 1) depending on what type of account the card is linked to.

When processing a Debit card a PIN number will need to be entered by the cardholder using the swipe machine.

If you are not certain of the type of card, please call our call centre at any time on 0861 639 466

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